



INLISLite EVALUATION IN THE PROCESSING OF LIBRARY MATERIALS TOWARD USABILITY MODEL

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Abstract: An information system can ease the user in receiving information. The library needs to use effective and efficient service by using the information system. Processing of library materials is important to do to facilitate the search for information and expedite service activities. This research has a case study at the Bandar Lampung City Library and Archives Service which has used the INLISLite system since 2014. But until now they are still using INLISLite version 3.1. This study uses a qualitative descriptive method by conducting field research on the problems that occur, as well as interacting directly with librarians. INLISLite version 3.1 which is used displays several menus such as Back Office, Read on Place, Guest Book, Online Membership, Digital Collection Services, OPAC, Articles, Member Registration, Statistics, Surveys, Self>Returns, and Self Borrowing. The results first result from the study, librarians can process library materials on the Back Office menu. The second is there are no problems in the learnability and efficiency aspects because in this aspect the INLISLite system makes it very easy for librarians, but there are problems in the Memorability, Error, and Satisfaction aspects.

INTRODUCTION

The source of knowledge in an Institution is Library. The library provides resources like books, journals, CDs etc. to support the learning of the student. There are different actions done by the Librarian such as adding new students, book data, date of issuing books, entering details of all relevant information about books, etc.¹ All of them are called Processing of Library Materials.

¹ Prasanna Pillai, Sonal Singh, and Shreya Thakare, "Android Application For Library Automation," *International Journal of Technical Research and Applications* 4, no. 2 (2016): 72–74.

Processing of library materials is important to do to facilitate information retrieval and expedite service activities. According to Sulisty Basuki, the processing of library materials cannot be separated from collection development, which is one of the technical service activities carried out by the library to improve the quality of the library and the quality of information services to users. The library must be able to support every and all informative needs being processed.² Processing of library materials that are carried out properly must be following applicable regulations to enable the goals of the library to be achieved optimally. If the processing of library materials is not considered, it will result in one of the goals of the library not being achieved and library materials being difficult to find again because there are no tools that can be utilized.

Library materials based on Law Number 43 of 2007 are library collections that are selected, processed, stored, serviced, and developed according to the interests of users by paying attention to developments in information and communication technology.³ The progress of the times has brought changes in almost every field, including the library. The role of information and communication technology continues with activities in the library to date. Library activities in the procurement or collection development, processing, service, maintenance/preservation, promotion, and cooperation utilizing information or communication technology.

Various activities in the library that utilize information and communication technology facilitate information retrieval systems from the side of librarians and users. Higher information users demand that libraries provide superior services that require librarians to have the knowledge and skills to manage information through technological developments. Through information and communication technology librarians can manage it effectively and efficiently. In addition, advances in information and communication technology have made it easier, faster, and more accurate for users to receive information.

Changes that are so rapid in the world of information literacy oblige us as a general public to support a change in the process of enjoying information, such as starting to get used to using electronic devices as supporting devices in the information retrieval process, such as mobile phones, laptops, notebooks or other devices. All changes that occur are inseparable from a change in the progress of information and communication technology

² Sulisty-Basuki, *Pengantar Ilmu Perpustakaan* (Jakarta: Gramedia Pustaka Indonesia, 2017).

³ Mezan el-Khaeri Kesuma et al., "Penerapan Slims Pada Layanan Sirkulasi Di Perpustakaan Instidla," *Al Maktabah* 6, no. 2 (2021): 103–14.

which demands that all parts or all sectors of information services must keep abreast of advances in digital information technology.⁴ The development of information technology (IT) is very fast and makes people find it easier to do their jobs. It provides added value in the form of efficiency and effectiveness. The need for IT is quite high because it offers efficiency and effectiveness to support an organization in achieving its goals, which can contribute to increasing its competitiveness.⁵

MacKellar revealed that the use of information and communication technology in libraries has several benefits including accelerating the information retrieval process according to the wishes of information users, searching library materials can be done anywhere without any restrictions in space and distance for information users, providing better information services thereby creating a transformation of services owned by library information institutions, making it easier to update bibliographical information on library materials, and increasing the image of the library so that the number of visits and the number of benefits of library materials increases.⁶

Management library based automation system the library is meant to be develop the results of previous research, which is discussed in my research this time not only discuss and display some display automation system especially on the OPAC part but also describe the devices supporting automation systems used, the organizing/management part of the system the automation, there is supervision carried out, the constraints and opportunities that arise can be created by the library. And library automation system. This is also done in the circulation section library in making it easier librarians and librarians in the process borrowing or returning collections.⁷

The increase in visits and library benefit numbers is largely determined by the quality and quantity of library collections in the processing of library materials. So the processing of library materials carried out by librarians becomes the basis for various library programs and services. Therefore, the development of information and communication technology

⁴ Rahmat Iqbal et al., "Mobile Library: One Inovation of Literacy Information Reference," *LIBRIA* 15, no. 1 (2022): 729–39.

⁵ Mezan Kesuma et al., "Design Of Information Technology (IT) Governance Using Framework Cobit 2019 Subdomain APO01 (Case Study : Instidla)," *Jurnal Teknologi Komputer Dan Sistem Informasi* 5, no. 3 (2022): 157–62, <http://ojs.stmikpringsewu.ac.id/index.php/jtksi/article/view/1193>.

⁶ Rifka Rahmadani, Iskandar, and Andi Muhammad Dakhalan, "Penerapan Aplikasi INLISLite Di Perpustakaan Al-Qalam Fakultas Kedokteran Universitas Alkhairaat Palu," *Inkunabula: Journal of Library Science and Islamic Information* 1, no. 1 (2022): 20–29, <https://doi.org/10.24239/ikn.v1i1.915>.

⁷ Eni Amaliah, Rahmat Iqbal, and Mutiara Cahyani Putri, "Manajemen Perpustakaan Berbasis Sistem Otomasi Di Perpustakaan SMA Negeri 9 Bandar Lampung" 9, no. 2 (2022).

that occurs in libraries is a management information system or better known as a library information system. According to Hidayat who stated that "The library information software system aims to assist librarians' work, such as processing library data using digital devices". Therefore, it can be said that with this information software system, it will make it easier for librarians to manage the library effectively and efficiently.⁸

Senayan Library Management System (SLiMS) and Integrated Library System (INLISLite) are the most popular open source-based library information systems in Indonesia. Both are original Indonesian products and were developed by librarians, so they are more relevant to the needs of librarians in processing library materials. The various versions developed for the two software have made public libraries, special libraries, school libraries, and other libraries more able to choose from. One of them is the Public Library located in Lampung province.⁹

The Bandar Lampung City Library and Archives Service were established in 2008 to join the Education Office, 2011 it joined the Documentation and Archives Office, and in 2016 changed to the Bandar Lampung City Library and Archives Service. The Bandar Lampung City Library and Archives Service is a public library under the auspices of a government agency that serves the general public, in particular providing a means of providing information and archives for the people of Bandar Lampung City free of charge. This library has been using the INLISLite application since 2014. Before using the INLISLite application this library still used a manual way of managing it.

The National Library of the Republic of Indonesia (Perpusnas RI) developed the INLISlite software in 2011. INLISLite is an acronym for the word "Integrated Library System", the name of this device means integrated library information management which has been developed in 2003 for the daily administrative activities of the National Library of Indonesia.¹⁰ The Bandar Lampung City Regional Library and Archives Service have updated INLISLite version 3 for up-to-date access and use.

Users can visit the page to access the INLISLite of the Bandar Lampung City Regional Library and Archives Service. Users who access INLISLite at the Bandar

⁸ Akik Hidayat and Amalyah Nurhasanah, "Jurnal Manajemen Informatika Sistem Informasi Perpustakaan Fakultas Ekonomi Universitas Siliwangi," *Jumika* 6, no. 1 (2019): 1–10, <http://jurnal.stmik-dci.ac.id/index.php/jumantaka/article/view/446>.

⁹ Kesuma et al., "Penerapan Slims Pada Layanan Sirkulasi Di Perpustakaan Instidla."

¹⁰ Tim Pengembangan Aplikasi dan Situs Web Sub Bidang Otomasi Perpustakaan Nasional RI, "Tentang INLISLite Versi 3," Website, 2016, <https://inlislite.perpusnas.go.id/>.

Lampung City Regional Library and Archives Service can take advantage of the facilities offered, including access to library materials, collection rooms, and online-based independent borrowing and returning of collections, article search, guest books, reading on the spot, and accessing membership. Meanwhile, the back office menu is a menu or feature that can be used by library staff (librarians and non-librarians).

In 2023, researchers visit directly as users of the Regional Library and Archives Service of the City of Bandar Lampung. As a user, then access library materials through the online public access catalogue (OPAC) which is available in the library services section. As a result, the OPAC display of the Bandar Lampung City Library and Archives Service uses INLISLite 3.1. OPAC is an information retrieval tool whose process is in the processing section of library materials. Thus, the process of processing library materials through INLISLite is directly integrated into the OPAC.

Based on the results of the initial interviews, librarians revealed that the application of INLISLite began in 2014, previously they still used manuals in processing library materials. Books that are processed manually in processing library materials are only 10 titles per day, whereas with the INLISLite system, library material processing reaches 20 titles per day. This shows that the use of INLISLite has a significant impact with a 100% increase in the processing of library materials. However, this process only aims to input data for the labelling process and display it on the shelf. Library material processing activities are not only in the process of inputting bibliographic data but also other information retrieval tools such as indexes and abstracts that require a level of accuracy and speed and information retrieval.

This requires the competence and skills of library staff in the processing of library materials. Based on data obtained from the background of librarians at the Regional Library and Archives Service of Bandar Lampung City, there are several librarians with Diploma III final education and there are also librarians from the baby boomer generation. Adaptation of the use of INLISLite from version 1 to version 3 certainly requires good readiness from its human resources. Because they are the bridge between users and collections. Meanwhile, from 2014 to 2023 there has never been an evaluation of the use of INLISLite even though the version has changed.

Evaluation is important as a measure of the success or failure of the system in meeting the needs and goals of the library. Therefore, the authors conducted a more in-depth study of the use of INLISLite in processing library materials by setting the title

"INLISLite Software Evaluation in Processing Library Materials using the Usability Model of the Bandar Lampung City Library and Archives Service". So that various parties involved in both technical and policy matters can consider INLISLite going digital and developing multimedia information retrieval tools to increase access to potential users of Y and Z generations (millennials).

THEORETICAL SUPPORT

Evaluation is a statement that uses a formal methodology to provide useful empirical evidence about a public entity (such as programs, products, or performance) in the context of decision-making that is inherently political and involves many and often conflicting stakeholders, where resources are scarce, and where time pressure predominates. Evaluation is an applied investigative process for gathering and synthesizing evidence culminating in conclusions about the state, value, merit, merit, significance, or quality of a program, product, person, policy, proposal, or plan. Conclusions made in the evaluation include empirical aspects (that something happened) and normative aspects (judgments about the value of something) which are features of value that distinguish evaluation from other types of investigations, such as basic science research, and clinical epidemiology. , investigative journalism, or public polling. Evaluation should be based on theory—that is, a coherent set of conceptual, hypothetical, pragmatic, and ethical principles forming a common framework to guide the study and practice of evaluation.¹¹

Library Material Processing is a process of preparing library materials for use through the stages of inspection, recording, classification, catalogue, to arrangement on bookshelves. And after completing the processing of library materials, the collection can be used by users.¹² Processing of library materials is an activity carried out by librarians or librarians in perfecting the services provided by the library in providing convenience and satisfaction to users in conducting information retrieval and streamlining the time needed by users in obtaining the information needed. Processing library collection materials, of

¹¹ Daniel L. Stufflebeam and Chris L. S. Coryn, *Evaluation Theory, Models, & Applications*, Second (San Francisco: Jossey-Bass A, Wiley Brand, 2014), www.josseybass.com.

¹² Marina, "Sistem Pengolahan Bahan Pustaka Di Perpustakaan SMP Negeri 25 Palembang," *IQRA` : Jurnal Ilmu Perpustakaan Dan Informasi (e-Journal)* 16, no. 2 (2022): 219–28, <https://doi.org/10.30829/iqra.v16i2.11055>.

course, requires people who are experts in the field of libraries or people who are competent in processing and maintaining library materials.¹³

Strengthened by the Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries, it says that processing activities should be an activity carried out with due observance of applicable standards of activity so that processing activities in the library become effective, efficient, and beneficial so that the objectives of the activities are achieved. This is then regulated in Article 43 of Government Regulation of the Republic of Indonesia Number 24 of 2014 concerning the Implementation of Law Number 43 of 2007, explaining that library management standards contain at least criteria regarding planning, implementation and supervision. Processing of library materials should be a standardized activity as stipulated in the laws and government regulations mentioned above.¹⁴

Processing and library materials are the most important things that must be owned and maximized by the library, evaluation using usability mode that focuses on processing library materials in the INLISLite application in streamlining and maximizing the processing of library materials, especially book collection library materials. Researchers made observations at the Library and Archives Service of the City of Bandar Lampung. Based on the observations, the researchers found that they still found library materials that had not been properly processed, and there were slight errors in determining the subject headings from the book collection titles and also found errors in determining the classification number in the book. Therefore, library managers must pay more attention to this matter, with the aim that users or users and searches can find and utilize the required library materials.

INLISLite is a library automation software owned by the National Library of Indonesia which has been modified and developed since 2011. The INLISLite application functions as a library management tool. This application has also been developed several times starting from version 2.1.2, 3.0, 3.1, and the latest 3.2. INLISLite version 3.2 is an update from the previous version, namely 3.1 which was released in 2021.¹⁵

¹³ Rahmat Iqbal et al., "Strategi Pengolahan Bahan Pustaka Sebagai Pusat Sumber Referensi Informasi Di Perpustakaan Al-Kindi Madrasah Tsanawiyah (MTs) Negeri 2 Bandar Lampung," *Tik Ilmieu : Jurnal Ilmu Perpustakaan Dan Informasi* 6, no. 2 (2022): 157–68, <https://doi.org/10.29240/tik.v6i2.4386>.

¹⁴ *Undang-Undang No 43 Tahun 2007 Tentang Perpustakaan* (Jakarta: Perpustakaan Nasional RI, 2007).

¹⁵ Ema Fatmawati Anindya and Moch. Fikriansyah Wicaksono, "Analisis Pemanfaatan INLISLite (Integrated Library System) Di Dinas Kearsipan Dan Perpustakaan Kabupaten Trenggalek," *Shaut Al-*

The INLISLite application is equipped with menus to support information retrieval for the academic community and is also equipped with book bibliographic descriptions. A bibliographic description is a collection of information that contains the identity of the desired collection material, from the title of the book, the name of the author or author, the year the collection was published, the publisher of the collection, and the place where the collection material was published, besides that it is also equipped with the identity of the book in terms of height, width, and number of pages. owned by the library materials. This is done so that the information desired by the user is appropriate and exactly as expected by the user.¹⁶

Public Libraries according to Law of the Republic of Indonesia Number 43 of 2007 Concerning Libraries, public libraries are libraries intended for the wider community as a means of lifelong learning without distinction of age, gender, ethnicity, race, religion, and socio-economic status. Provincial Libraries are regional libraries that function as supervisor libraries, reference libraries, deposit libraries, research libraries, and preservation libraries located in the provincial capital.¹⁷

According to ISO 9241 Laven (2018) reveals that Usability Model has usability which refers to the extent to which users can use a product to achieve certain goals effectively and efficiently and achieve user satisfaction in certain contexts. This means that usability is a method for measuring how the strength and performance of a website help users to use it in such a way that it makes users feel easy, satisfied, and comfortable using it.¹⁸

- a. Learnability shows how easily librarians can learn the main functions of the INLISLite system.
- b. Efficiency shows how quickly librarians can complete their tasks after testing the INLISLite system.

Maktabah : Jurnal Perpustakaan, Arsip Dan Dokumentasi 13, no. 1 (2021): 67–84, <https://doi.org/10.37108/shaut.v13i1.441>.

¹⁶ Iqbal et al., “Mobile Library: One Inovation of Literacy Information Reference.”

¹⁷ Presiden Republik Indonesia, “Peraturan Pemerintah Republik Indonesia Nomor 24 Tahun 2014 Tentang Pelaksanaan Undang-Undang Nomor 43 Tahun 2007 Tentang Perpustakaan,” Pub. L. No. 24, 60 (2014), <https://peraturan.bpk.go.id/Home/Download/30112/PP Nomor 24 Tahun 2014.pdf>.

¹⁸ Yehezkiel Laven, “Evaluasi Usability Berdasarkan Nielsen Model Menggunakan Metode Usability Testing Pada Web Sistem Informasi Akademik Universitas Tanjungpura,” *Jurnal.Untan.Ac.Id*, 2018, 72–79, <https://jurnal.untan.ac.id/index.php/jtinUNTAN/article/view/42561>.

- c. Memorability shows the user's skill in storing data for a certain period or the librarian can recall the INLISLite system.
- d. Error is defined as how many mistakes are made by the librarian and the recovery of these errors.
- e. Satisfaction is defined as the freedom or comfort felt by librarians and users of the INLISLite system

METHOD

This study used a descriptive qualitative method. Qualitative research methods according to Sugiono can be interpreted as a naturalistic research method in which the research is carried out in natural conditions (natural setting).¹⁹ According to Ahmadi, descriptive research is research that examines more in detail by distinguishing between other phenomena.²⁰ Thus, the researchers directly conducted field research, namely at the Library and Archives Service of the City of Bandar Lampung, observed the problems that occurred, and interacted with the librarians. The informants in this study were 3 (three) librarians in the library material processing section at the Library and Archives Service of Bandar Lampung City. Librarians consist of 3 women who have worked for 4-6 years.

RESULT AND DISCUSSION

Mobile technology has now come up with the “Libraries in hand” trend. Our librarians are on the move to determine whether these devices are affecting information access and ensure that they are communicating with patrons and providing web content in the most appropriate and effective ways. Our librarians must be prepared to take this challenge to increase the market and demand for mobile access to personalized facts and information anytime, anywhere on one’s handheld device. Since mobile-handled devices are truly personal devices, search histories and physical locations can be harnessed to produce more accurate, individualized information and services.²¹ One of the applications that librarians can use is INSLISLite.

¹⁹ Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D*. (Bandung: Alfabeta, 2020).

²⁰ Rulam Ahmadi, *Metodologi Penelitian Kualitatif*, ed. Rose KR (Yogyakarta: Ar-Ruzz Media, 2016).

²¹ Srinivasa Rao Nalluri and Brahmaiah Gaddam, “Mobile Library Services and Technologies: A Study,” *International Journal of Research in Library Science Indexed 2*, no. 2 (2016): 59–66.

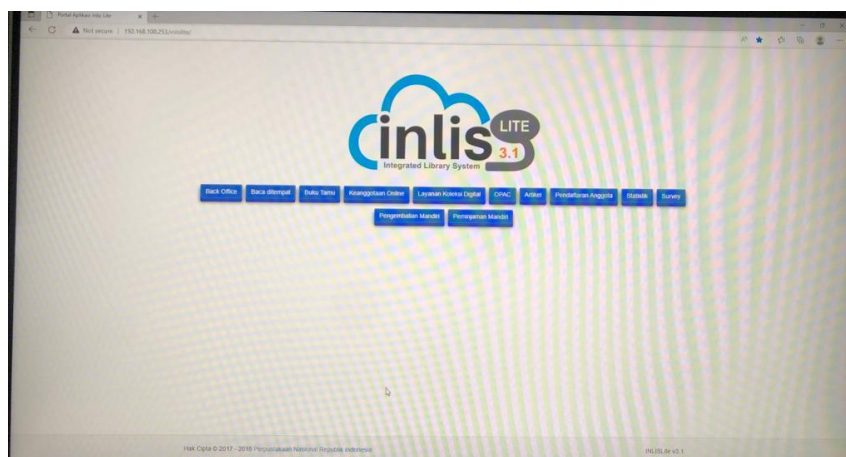
The INLISLite application for the Library and Archives Service of the City of Bandar Lampung

During interviews with informants, the processing of previous library materials was still using a manual method. After 2014 used the INLISLite version 3.1 system designed by the National Library. With this system, informants are greatly assisted in managing the library. There are several menus displayed when accessing INLISLite such as Back Office, Read onsite, Guest Book, Online Membership, Digital Collection Services, OPAC, Articles, Member Registration, Statistics, Surveys, Self>Returns, and Self Borrowing.

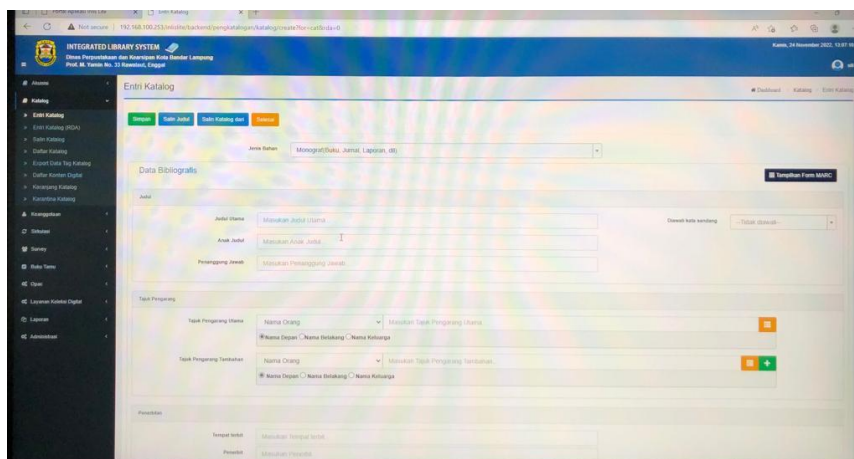
The number of collections mentioned by the informants at the library was 26.00 and the number of collection titles was 11,000. However, when researchers looked at the INLISLite application on Thursday, November 24, 2022, the number of books input was 13,809 copies and the number of collection titles was 9,736 books. The collection currently on loan amounts to 103 books and 115 copies by 89 members. While the collections that have been returned amounted to 858 book titles and 1,001 copies by 450 members. Collections that were read on-site totalled 5 book titles and 5 copies by 5 members.

The Back Office menu features on the INLISLite system which can only be accessed by informants are divided into 10, including Acquisition, Catalog, Membership, Circulation, Survey, Guest Book, OPAC, Digital Collection Services, Reports, and Administration. In processing library materials, librarians can input collection materials that will be included in INLISLite by:

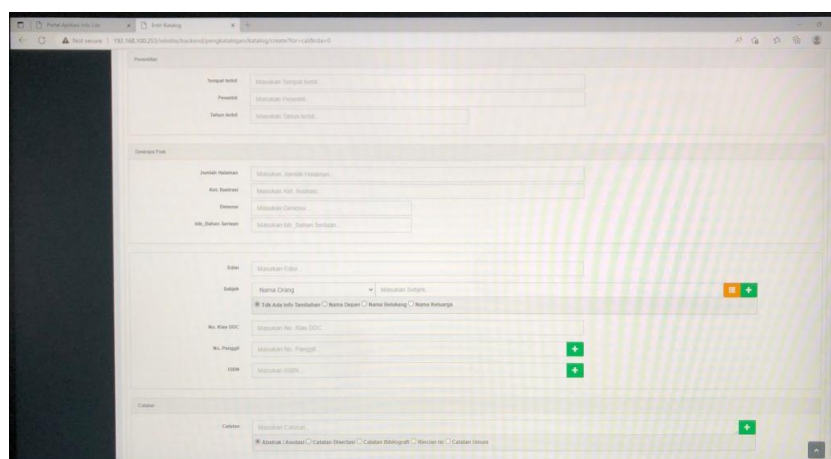
a. Click the BackOffice menu



- b. Click the catalogue menu feature then go to the catalogue entry, when filling in the catalogue entry some data must be filled in, such as:



- 1) Type of Material, there are options such as book monographs, journals, reports, and others.
- 2) Bibliographical data uses MARC (Machine Readable Catalog) display.
- 3) Title, contains the main title, subhead, and person in charge.
- 4) The author header contains the main author title and additional author headers, and there is an option to use the author's first name, last name, or family name.



- 5) Publishing contains the place of publication, publisher, and year of publication.
- 6) Physical description, containing the number of pages, descriptions of illustrations, dimensions, and bibliography of the accompanying materials, also containing the edition, subject, DDC classification number, calling number, and ISBN.

- 7) Notes, there are choices of things to include in the notes column such as abstracts/annotations, dissertation notes, bibliographic notes, content details, and general notes. There are also languages, writing materials, and target groups.
- 8) Enter the online collection location.

c. After all the data is filled in, click save.

The Usability Model for the INLISLite Application for the Bandar Lampung City Library and Archives Service

The first step in carrying out usability at the Bandar Lampung City Library and Archives Service was to ask questions to informants regarding learnability, efficiency, memorability, error, and satisfaction with the INLISLite application.

- a. Learnability, librarians, and users can learn INLISLite easily. The features in INLISLite are very easy to understand.
- b. Efficiency, using INLISLite can make it easier for librarians to input library materials, librarians can input up to 20 book titles per day into INLISLite. So that in a month the librarian can input more than 60 books, which can help the librarian's duties.
- c. Memorability, symbol features, icons, and images on INLISLite are easy to understand and easy to remember, but if the librarian cannot remember the username or password then they will not enter the INLISLite.
- d. Error, the use of INLISLite at the Library and Archives Service of the City of Bandar Lampung experienced an error that caused the loss of all data in

it so that librarians needed to contact workers who were experts in the national library INLISLite, and it took a long time.

- e. Satisfaction, librarians are satisfied with INLISLite which helps in inputting library collection materials, but librarians feel dissatisfied with the monotonous appearance of INLISLite because there are no theme features like in SLiMS.

CONCLUSION

It can be concluded that the processing of library materials using INLISLite at the Library and Archives Service of Bandar Lampung City has been implemented since 2014. INLISLite 3.1 which is used displays several menus such as Back Office, Read onsite, Guest Book, Online Membership, Digital Collection Services, OPAC, Articles, Member Registration, Statistics, Surveys, Self Returns, and Self Loans. The features commonly used in processing library materials are catalogue entries.

In the aspects of learnability and efficiency, there are no obstacles because in this aspect the INLISLite system makes it very easy for librarians, but in the aspects of Memorability, Error, and Satisfaction there are obstacles including: if the librarian forgets the username or password then the librarian cannot access; the INLISLite system has experienced an error and caused the loss of data that has been input; and librarians are dissatisfied with the monotonous INLISLite appearance because there are no theme features like in SLiMS.

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