

## Layanan mandiri di Perpustakaan Kementerian Perdagangan = Self service in The Ministry of Trade Library

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### Abstrak

#### <b>ABSTRAK</b><br>

Pemanfaatan teknologi di perpustakaan telah dilakukan secara luas, salah satunya adalah layanan mandiri. Layanan mandiri telah diterapkan di Perpustakaan Kementrian Perdagangan dengan tujuan peningkatan kerjanya. Permasalahan dari penelitian ini adalah bagaimana konsep, penerapan, dan hambatan yang dihadapi menurut pemustakanya. Penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus. Data dikumpulkan lewat wawancara, observasi dan kajian dokumen. Tujuan penelitian mengungkap dan mendeskripsikan model layanan mandiri di Perpustakaan Kementrian Perdagangan yakni konsepsi, implementasi, dan kendala yang dihadapi. Temuan dari penelitian ini menunjukkan bahwa model layanan mandiri tidak hanya berkaitan dengan sarana teknologi tetapi juga aspek manusia seperti orientasi ke sistem otomasi dan bimbingan teknis. Dalam layanan mandiri bantuan pustakawan masih dibutuhkan karena itu pustakawan masih diperlukan. Hambatan penggunaan layanan mandiri dalam bentuk kebiasaan dan teknologi membuat penerapannya kurang efektif.

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#### <b>ABSTRACT</b><br>

The library utilization of technology has been widely done, one of which is self service. The self service has been implemented in the Ministry of Trade Library to improve its performance. The problem of research is how the self service concept, its application and faced constraints are according to the librarians. This research used qualitative approach with case study method. Data were collected by interview, observation and document study. The purpose of this research was to reveal and describe the self service model in the Ministry of Trade Library that were the conception, implementation and constraints they faced. In this study it was revealed that self service was not only related to technological means but human aspect as well. It rsquo s not enough for librarians to solely consider technical matters but also human aspect such as orientation to the automation system and technical guidance. In a self service, the role of librarian assistance could not be denied therefore librarians were still needed. Constraints in the use of self service in the form of habits and technology made its application not effective.