

IMPLEMENTATION OF INLISLite V. 3.2 SYSTEM IN IMPROVING SERVICE QUALITY AT THE PURWOREJO REGIONAL LIBRARY

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Article history: received 01 December 2025; revised 12 December 2025; accepted 31 Januari 2026

DOI : <https://doi.org/10.33751/jmp.v14i1.13368>

Abstract. *This study aims to analyze the implementation of the INLISLite System in improving the quality of services at the Purworejo Regional Library. INLISLite is a library automation system developed to support the management of collections, circulation, and information services in an integrated and efficient manner. The research method used is a qualitative approach with descriptive research. Data collection techniques include observation, interviews, and documentation conducted with librarians and library users. The research results indicate that the implementation of INLISLite is able to improve the quality of library services, particularly in terms of the speed of circulation services, accuracy of collection data, ease of information retrieval, and the enhancement of librarian performance. Overall, the implementation of the INLISLite system makes a significant contribution to improving service quality at the Purworejo Regional Library and should continue to be developed through system optimization.*

Keywords: *INLISLite; information system; service quality; library,*

I. INTRODUCTION

Developments in information technology have pushed libraries to adapt by providing faster, more precise, and efficient services. Today, users expect ease in accessing information digitally, self-service options, and collections that can be searched without limits of space and time (Ninggar and Purnamasari 2025). However, many libraries still face challenges such as slow services, suboptimal automation systems, lack of data integration, and delays in staff competency in operating technology.

The era of development in Science and Technology (IPTEK) today has a significant impact on the library sector. With technological advancements driving automation in various services, the National Library (PERPUSNAS) of the Republic of Indonesia considers it important to support library managers across all regions. (Rodin and Bengkulu 2013) Therefore, every library needs to implement an automation system as a step towards becoming a digital reference library.

Library information systems are an important part of the development of information technology today. Technological development depends on needs and information systems that are accurate, effective, and efficient (Asari, Meimaharini, and Khotimah 2025). Library information systems are designed to facilitate library management and services. They also help library users find information more quickly and accurately (Elsadantia 2023).

According to the Law of the Republic of Indonesia Number 43 of 2007, Article 1 states that libraries provide information to the public. (Law No. 9 of 2018) It is mentioned that all types of libraries should utilize ICT in managing library materials in serving their users. As an information center, a library should already use a good and effective information system by leveraging technology to assist librarians in various aspects, such as operations, management, services, and report management. (Hamid 2015) With this information system, library managers can track the most popular books, allowing the library to be more responsive to user needs by optimizing the collection. (Makmur 2019) Libraries in Indonesia still face various challenges in managing collections and providing services, with most processes still carried out manually and not yet well integrated, resulting in performance not reaching an efficient level. and the expected effectiveness. (Agustia and Khairunnisa 2024) There is a need for an application-based library information system designed to facilitate library management, such as E-DDC (Electronic-Dewey Decimal Classification), circulation services, member registration, cataloging, as well as acquisition and collection tracking using OPAC (Online Public Access Catalogue). (Awaliyah et al. 2023) Therefore, libraries need to implement information technology systems based on automation as an effort to develop the library.

The implementation of an information system in the library is a concrete manifestation of efforts to improve the management of knowledge in accordance with Islamic teachings. This aligns with Allah's command in QS. Al-'Alaq 1-5: (al-Qur'an, al-Qur'an Translation)

أَقْرَأْ بِاسْمِ رَبِّكَ الَّذِي خَلَقَ ١ خَلَقَ الْإِنْسَانَ مِنْ عَلَقٍ ٢ اقْرَأْ وَرَبُّكَ الْأَكْرَمُ ٣ الَّذِي عَلَّمَ بِالْقَلَمِ ٤
عَلَّمَ الْإِنْسَانَ مَا لَمْ يَعْلَمْ ٥

It means: "Read in the name of your Lord who created. He created man from a clot. Read, and your Lord is the Most Generous, who taught (humankind) by the pen. He taught man that which he knew not." (Qur'an, Translation of the Qur'an)

The verse explains the importance of reading and learning using the knowledgeable advice of 'allama bil qalam'. In a contemporary context, information technology can be seen as a form of modern 'qalam' that facilitates the process of recording, storing, and disseminating knowledge. (Daulae 2024) Therefore, the implementation of automation systems in libraries is part of the practice of Islamic values in the development of knowledge.

The automation system referred to here is the INLISLite system (Integrated Library System Lite), a library automation system developed by the National Library of the Republic of Indonesia with the aim of building data integration towards a national library network (Azhari et al. 2025). The presence of INLISLite originated from the need for a system capable of connecting various types of libraries in Indonesia into a single union catalog network. Through the INLISLite system, the processes of collection management, circulation, and reporting are carried out more quickly and efficiently (Fatmawati 2020). In addition, this system allows the public to browse collections through Indonesia OneSearch online services, thus making information access broader, faster, and more transparent.

The INLISLite system (Integrated Library System Lite) is software used to automate the process of managing collection materials, owned by the National Library of Indonesia (PERPUSNAS RI), which has been developed since 2011. This application has undergone changes from versions 2.1.2, 3.0, 3.1, to its latest version 3.2 INLISLite (Integrated Library System Lite). The INLISLite system is also developed to support the development, management, and services of libraries. In accordance with the Republic of Indonesia Law Number 43 of 2007 concerning libraries and Law Number 4 of 1990 concerning the Deposit of Printed and Recorded Works. (Hamid 2015)

The main goal of the INLISLite system is to improve the efficiency and effectiveness of library management in Indonesia. (Hendarsyah n.d.) This system is designed so that librarians can manage collections, borrowing, and membership reports more quickly, accurately, and in an organized manner. (Agustia and Khairunnisa 2024) In addition, INLISLite serves as a form of integration of national library data through its connection with Indonesia OneSearch (IOS), allowing the entire collection to be accessed in a unified manner by the public throughout Indonesia. (Fatmawati 2020) The INLISLite library information system is expected to help make work processes easier, be responsive to user needs, ensure that tasks run smoothly, demonstrate empathy towards the features available in the INLISLite system, and provide tangible evidence through the implementation of a system supported by quality networks. (Anindya 2021)

The Purworejo regional library has implemented the INLISLite system since 2022. The aim is to simplify the management and storage of accurate data. The INLISLite system used is the latest version, INLISLite V 3.2. With this system, accuracy can reduce unwanted errors, thereby improving more efficient performance in the operational speed of the institution. The system used before INLISLite was the SLiMS (Senayan Library Management System) automation; however, its implementation had limitations in terms of national data integration and standard bibliographic management, with many viruses causing data loss. Therefore, the library switched to INLISLite, which is developed by the National Library of the Republic of Indonesia to realize an integrated national library network.

Based on preliminary research, the Purworejo regional library has implemented the INLISLite system since 2022 and it is said that the INLISLite application has been running and is already being utilized by librarians in carrying out library service activities. Although the implementation of the INLISLite v. 3.2 system at the library has been ongoing, there are still several challenges, including that, until now, the INLISLite system cannot be accessed online, so the service process is still limited to the local network (offline). In addition, some menus in the system sometimes experience errors, which hinder smooth operations. This condition shows that, although INLISLite has helped improve service efficiency, system optimization has not been fully achieved due to technical obstacles and network infrastructure limitations.

It is certainly an interesting matter to study, namely, when the existing technology has not yet been optimized in library offices. Observing this reality, it certainly poses challenges for the library. Therefore, research on the Implementation of INLISLite at the Purworejo Library is relevant to provide a comprehensive overview of the benefits, obstacles, and strategies for optimizing this library information system as a digital solution to support more efficient and professional library services and management..

II. RESEARCH METHODS

This study uses a qualitative approach with a descriptive type. This approach was chosen because the researcher wants to provide an in-depth description of the implementation of the INLISLite system in improving service quality at the Purworejo

Regional Library without manipulating existing conditions. Primary data were obtained through interviews with the head of the Purworejo District Library and Archives Office, librarians, and library users, while secondary data were obtained through literature related to the INLISLite system. Data collection techniques included interviews, observation, and documentation. Data analysis was carried out interactively through stages of data reduction, data presentation, and drawing conclusions in accordance with the model of Miles and Huberman (1994). Data validity was obtained through source and method triangulation to ensure the accuracy of the research results.

III. RESULT AND DISCUSSION

Implementation of the INLISLite system in improving service quality at the Purworejo Regional Library

Information systems according to experts are a series of official procedures used to process data into information, then deliver it to those who need it. An information system is an organized way to collect, enter, store data, and present information so that an organization can achieve its goals as expected. (Rasefta and Esabella 2020) According to Sutedjo, information systems mean a collection of elements that are interconnected and form a unity to integrate data, process, store, and distribute information. (Agustin 2018) Based on the opinions of experts, it can be concluded that an information system is a collection of several systems within an organization that collect, process, store, and distribute information to support decision-making and control within the organization.

Meanwhile, the INLISLite system is a software application, specifically a library automation application, developed by PERPUSNAS since 2011. The name INLIS is derived from the term Integrated Library System, which is the name of an integrated library information management software that has been developed since 2003 and is used to manage library information. (Hamid 2015) The implementation of the INLISLite system at the Library and Archives Office of Purworejo Regency is an effort to improve the quality of library services.

The quality of library services is an effort focused on meeting the needs of its users. The Purworejo Library and Archives Office uses the INLISLite V.3 library information system in its library services, which includes acquisition, circulation services, and cataloging activities. Research results indicate that the implementation of the INLISLite system at the Purworejo Regional Library contributes significantly to the quality of library services. The application of this automation system not only affects the technical aspects of collection management and circulation services, but also affects library users' perceptions of the quality of services they receive. The improvement of service quality is analyzed based on the five dimensions of SERVQUAL service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. The implementation of INLISLite v. 3.2 reflects the efforts of the regional library to adapt to the development of information technology and the public's demand for fast, accurate, and easily accessible services. However, the success of this system's implementation is inseparable from various supporting and inhibiting factors found in the field. The explanation of the five dimensions is as follows.

Tangibles (Physical Evidence)

In the tangibles dimension, which refers to the physical evidence of INLISLite V. 3.2, it is supported by facilities and infrastructure. (SIAHAAN 2022) The implementation of the INLISLite V. 3.2 system has a direct impact on the physical aspects of library services. Observations show improvements and orderliness in service areas, especially in circulation areas and information retrieval facilities. The presence of service computers and an OPAC integrated with the INLISLite system gives a modern and professional impression to library services. Its operation can be carried out simply through a workstation by connecting it via a computer network, either locally (local area network), maupun internet. Berdasarkan hasil wawancara dengan pustakawan mengatakan bahwa, penerapan sistem informasi The INLISLite version 3.2 library has proven to facilitate librarians' work in managing library services and administration. This system allows work processes to be more efficient and integrated. However, the optimal use of INLISLite V. 3.2 largely depends on the availability and stability of the internet network, so when network disruptions occur, the system cannot be used to its full potential. This finding aligns with previous research which states that the INLISLite V. 3.2-based library automation system can improve librarians' work efficiency, but it is highly dependent on internet network stability and the readiness of supporting hardware. (Hidayat et al. 2025)

According to the informants, the interview results indicate that INLISLite V. 3.2 is easy to implement in regional libraries because the data input process, collection search, and report generation become simpler and more efficient. This finding aligns with research showing that the automation features of INLISLite reduce data input time with report accuracy reaching 90%, thus supporting rapid adoption at the regional level. (Agustia and Khairunnisa 2024)

Library users are also not entirely dependent on librarians to search for collections, as the OPAC system allows for independent searching. This changes the pattern of service interaction from previously conventional to technology-based (Afrina 2023). Based on the results of interviews with librarians, they mentioned that the implementation of INLISLite has had a positive impact on the library service process. This system not only helps librarians manage collections systematically but also encourages library users' independence in accessing information through the OPAC facility. With OPAC, users can search for collections independently without the help of a librarian. This statement aligns with the research by Sa'diah, which shows that the use of

OPAC based on a library information system can improve service effectiveness and provide a more efficient service experience for library users (Sa 2025).

This study shows that the physical evidence of services is not only related to the comfort of the space and the cleanliness of the library, but also includes the readiness of the technological facilities used to support the services. This is in line with service quality theory, where the tangibles dimension serves as a concrete representation of service quality that users first experience and greatly influences their initial perception of the service (Ariyadi 2024). Based on interviews conducted by the researcher, it can be concluded that the INLISLite V.3.2 library information system at the Purworejo Regency Library and Archives Service still experiences internet disruptions caused by central network issues, whereas attention has already been given to computer hardware by the administration to be continuously improved to ensure the sustainability of the INLISLite V.3.2 library information system implementation in enhancing library service quality.

Reliability

Service reliability is one of the main dimensions that improved after the implementation of the INLISLite V. 3.2 system (Mulyadi n.d.). The interview results indicate that this system helps librarians maintain consistency and accuracy of catalog data, thereby minimizing information errors that previously often occurred in manual systems or the SLiMS (Senayan Library Management System). The alignment between the data in the system and the physical collection on the shelves becomes more controlled because all collection data is processed in an integrated manner. As stated by Prasetyo in his research, library automation systems support more systematic collection management and minimize recording errors that often occur in manual services (AMIRUDDIN 2015). The results An interview with Mrs. Riska Agustin, a librarian, conveyed that after the implementation of the INLISLite system, all library collection data has been integrated into the OPAC. This integration of collection data facilitates information retrieval processes and improves the organization of collection management. In the context of service quality, this condition indicates an improvement in the reliability dimension, through the accuracy and coherence of collection data..

In theory, reliability is the ability of a service provider to deliver services quickly, consistently, and as expected. (Manajemen and Gresik 2022) This can reduce the potential for administrative errors and increase users' trust in library services. Based on the results of the researcher's interviews, it shows that the INLISLite v. 3.2 library information system can be relied upon to complete librarians' tasks, thereby improving the quality of library services.

From the perspective of circulation and reporting services, the borrowing and returning process becomes easier because the system automatically records transactions, calculates fines, provides borrowing history, and simplifies report generation. This was conveyed by Mrs. Riska Agustin, a librarian, who stated that the NLISLite V. 3.2 library information system is considered easy to implement and use in library operational activities. This ease is evident in the data input process, collection search, as well as in the preparation of reports which are simpler and more efficient. Based on the results of the interview, this is relevant to the findings of Ni Putu Ratih Adnyana Putri, which showed that library automation systems have a clear workflow that can improve the efficiency of librarians' work. (Putu et al. n.d.) This is in line with and reinforced by Mr. Ottofian, as a librarian, who stated that the INLISLite system provides tangible benefits in library management, particularly in improving the efficiency of librarians' time and effort. This statement is supported by research by Sari Nugroho, which revealed that the use of library automation systems can accelerate the processing of collections and circulation services, thereby reducing the workload of librarians and increasing work productivity. (Saenal Abidin 2022) From the perspective of service quality, this condition shows improvement in the reliability dimension, as the system maintains consistency and accuracy in managing library data.

Responsiveness

The responsiveness dimension shows how the INLISLite system contributes to improving the speed and responsiveness of services. (Suwanto, Rohwiyati 2022) Based on observation results, the time for borrowing and returning services becomes shorter because librarians no longer perform manual recording. This is especially noticeable when the library is crowded with visitors, where the queue of patrons can be served quickly..

The results of interviews with library users indicate that the implementation of INLISLite has impacted a significant increase in the number of visitors. The service process has become faster after using INLISLite v. 3.2 automation. In terms of service quality, it reflects an improvement in the responsiveness dimension, as it can provide services quickly and efficiently. Furthermore, librarians also feel the direct impact of using the INLISLite system on service responsiveness. Mr. Ottofian stated that the implementation of INLISLite replaced the manual work process, which previously required significant time and effort, such as creating card catalogs, with a faster and more efficient digital process. Based on these interview results, it aligns with experts' opinions that digitizing catalogs can accelerate the management process of library materials and improve accuracy (Naziyatun et al., 2025).

In addition, the INLISLite V. 3.2 system helps librarians provide information more quickly and accurately when users encounter difficulties in searching for collections. However, this study also found that the responsiveness of the service is still greatly influenced by the stability of the internet network and the readiness of supporting devices. When technical disruptions occur, the speed of service can decrease and affect user satisfaction.

This study shows that the responsiveness of technology-based services not only depends on the system itself but also on infrastructure support. Conceptually, responsiveness emphasizes the organization's readiness to respond to user needs. Therefore, improving service quality through the INLISLite system needs to be accompanied by strengthening the supporting technology

infrastructure to maintain service responsiveness. Based on the results of the researchers' interviews, it can be concluded that the implementation of the INLISLite system contributes positively to improving service responsiveness at the Purworejo Regional Library. This system allows librarians to respond to users' needs more quickly and efficiently, especially in circulation services. However, to maintain consistency in service responsiveness, it is necessary to improve network quality and carry out ongoing system maintenance so that services continue to operate optimally under various conditions.

Assurance

The Assurance aspect is reflected in the competence, professionalism, and trust built by librarians in providing services. (Wahyuni 2023) Research results show that librarians who have mastered the use of the INLISLite system are able to provide services more confidently and accurately. Mastery of the system provides assurance to users that the information delivered can be trusted. Interview results with Mr. Ottofian, as a librarian, show that efforts to share knowledge with each other encourage librarians to developing the ability to operate the INLISLite system. This condition affects the quality of the library, because the librarian's ability to master the information system can increase users' trust in the services provided. Interview results show that improving librarians' competence and using the INLISLite system directly affect users' trust. This finding aligns with the views of Parasuraman, Zeithaml, and Berry, who stated that the assurance dimension in service quality is closely related to the staff's ability and knowledge in fostering a sense of trust and security for users. (Tarumingkeng n.d.)

This statement is reinforced by another librarian, who said that the use of INLISLite helps enhance professionalism at work. The results of an interview with Mrs. Riska Agustin, a librarian, indicate that the INLISLite system makes the workflow of librarians more organized because all information is presented and can be accessed directly through the system. The availability of real-time information helps librarians manage data and services more systematically. In terms of service quality, this condition shows an improvement in the assurance dimension, because librarians' mastery of information can increase users' trust in library services. This is also supported by O'Brien and Marakas' opinion, that computer-based information systems make it possible to obtain data in real time, minimize errors, and guide the work process to be systematic. (Ramadani and Firdaus 2024)

Nevertheless, this study also found differences in the level of system mastery among librarians. This indicates that the quality assurance of services greatly depends on the competence of human resources. Theoretically, assurance is related to the knowledge, skills, and attitudes of service personnel in instilling a sense of security and trust in users (Permana and Febrian 2023). Therefore, continuous training and mentoring are important factors in maintaining consistent service quality. Based on the interview data, it can be concluded that the INLISLite system contributes positively to the improvement of the assurance aspect in the library services of Purworejo Regency. This system helps librarians provide more professional services and increases user trust. However, to maintain the quality assurance of services continuously, training is needed to enhance the competency of librarians so that all staff have the ability to utilize the INLISLite system.

Empathy

The empathy dimension in SERVQUAL is defined as the genuine individual attention of service providers toward violations, by personally understanding needs and desires. In the context of digital libraries, empathy remains crucial, even though the INLISLite system facilitates access. (Hs 2009) The empathy dimension continues to be an important aspect in determining service quality, even when services are digital-based. Observations also show that librarians continue to display a friendly, communicative attitude and assist library users according to their individual needs. Guidance is especially provided to users who are not yet familiar with using the OPAC or information technology.

Based on the results of interviews with library users, it shows that librarians demonstrate empathy by listening to the needs of library visitors, adjusting services, providing literacy programs that are easy to understand and useful according to their needs. This is relevant to previous research which states that library service efficiency and the SERVQUAL dimension, namely empathy. (Maulana 2023)

From the librarian's perspective, empathy is considered important as a crucial part of service, even though the system has facilitated the work process. Mrs. Riska, as a librarian, noted that although the INLISLite system has assisted in the service process and collection tracking, the role of the librarian is still necessary in guiding users who have difficulty obtaining information. In the context of service quality in the dimension of empathy, this is reflected through the attention and assistance provided by librarians to users.

This study shows that empathy plays an important role in balancing the use of technology and a humanistic approach in library services. Although INLISLite increases service efficiency, personal interaction remains an important factor in creating a positive service experience. Conceptually, empathy reflects the service provider's ability to understand and respond to users' needs individually and is an important factor in creating a high-quality and positive service experience. (Cahyani, Nururrohmah, and Deka 2024) Based on these findings, it can be concluded that the implementation of the INLISLite system does not reduce the aspect of empathy in the services of the Purworejo Regional Library. Instead, it requires librarians to be more adaptive in applying technology and personal approaches. Empathy remains an important element in maintaining user satisfaction and the sustainability of service quality. Therefore, strengthening a service culture that is friendly and user-oriented needs to be maintained alongside the development of service quality based on digital systems.

IV. CONCLUSION

Based on the research results and discussions that have been conducted, it can be concluded that the implementation of the INLISLite system in the Purworejo Regional Library contributes to improving the quality of library services. The application of this automation system is able to support the transformation of services from conventional patterns to information technology-based services that are more efficient, structured, and oriented towards the needs of library users. This improvement is observed through the SERVQUAL dimensions, including enhancements in facilities and information search tools (OPAC) through tangibles, increasing the reliability of catalog data and circulation services through reliability, service acceleration, and librarian responsiveness through responsiveness, increasing professionalism and user trust through assurance, as well as maintaining the humanistic aspect through librarian assistance according to user needs through empathy. Overall, the success of INLISLite implementation is not only determined by technology, but also by the readiness of Human Resources, infrastructure support, and a service culture oriented towards users.

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