

## **Service Analysis at the Habiburrahman Grand Mosque Library Indonesian Aerospace**

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### **Abstract**

This study aims to (1) determine the types of user services available at the Habiburrahman Grand Mosque Library Indonesian Aerospace (2) find out the service system adopted by the Habiburrahman Grand Mosque Library Indonesian Aerospace (3) find out the procedures for registering new members and the rules imposed at the Habiburrahman Grand Mosque Library Indonesian Aerospace. This research was conducted using descriptive qualitative research methods with data collection techniques such as reviewing previous literature, interviews, observations, and documentation. The results of this study show that the Habiburrahman Grand Mosque Library Indonesian Aerospace has 8 types of user services, including user education services, reading rooms, circulation of library materials, references, photocopies, literature searches, online catalogs, and audiovisual (AV) collections. The library service system is mixed or mixed access. For visitors who want to get these various services, especially circulation services, they need to register themselves first as members. The member registration procedure begins with preparing certain requirements, then filling out the form as well and paying the member's dues fee. Meanwhile, there are also 8 unwritten regulations stipulated as rules in the Library of the Grand Mosque of Habiburrahman Indonesian Aerospace. An interesting finding lies in the architectural design that presents the typical nuances of the Indonesian ancient mosque.

**Keywords:** Library services; Special Library; Mosque Library

### **A. Introduction**

The abundance of information currently scattered around us results from the development of information that occurs very quickly. From time to time, people are increasingly competing to integrate their information and experiences to make new knowledge. The relation with the information institution such as a library is that it is a suitable institution to become a place for Knowledge Management (KM) procurement. This is in line with the definition that "Embedding KM in library practices will result in innovative services and increased access to information ..." (Jain, 2020).

Fulfillment of information needs is carried out through the provision of various credible sources, which are stored, managed, and preserved professionally by following standards. The purpose of a standardized library is to make the library integrated into information services based on information technology to support library activities. Library through service excellence and innovative and effective access to information sources in various formats and media (Rahmah, 2018).

Information sources commonly available in libraries are packaged in several types of media, both printed and non-printed. Printed sources of information are tangible (smelly and touchable) and some people still very convenient to seek the experience from that reading activity. In addition, printed information sources do not depend on electronic

devices and internet connections. So that information users will avoid various digital interference. However, there are weak points of printed information sources, are require a lot of storage and limitations in mobilizing these information sources.

Unlike printed information sources, unprinted information sources are information sources that require digital storage space. Thus, users contribute to reducing the adverse effects of the paper production process derived from wood. This type of information source also has its format, such as reference books, novels, magazines, and research articles in PDF format (Portable Document Format). Then, recordings, movies, or videos are MP3, MP4, and AVI (Audio Video Interleave).

According to Soeatminah, the sources of information themselves are divided into 3 groups, primary information sources, secondary information sources, and tertiary information sources.

1. Primary sources of information are forms of information produced directly by informants, such as interview recordings, survey data, research articles, theses, and so on.
2. Secondary sources of information contain information from primary sources or can also be referred to as tools to find primary sources of information, such as bibliographies, indexes, and books.
3. Tertiary sources of information are summaries of secondary sources, such as handbooks, indexes of books arranged by subject, or annotated bibliographies (Rahmawati, 2017).

Information sources support libraries to carry out functions as a vehicle for education, research, preservation, information, and recreation following Article 1 Section (1) of Law Number 43 of 2007 concerning Libraries (Central Government of the Republic of Indonesia, 2007). The law also emphasizes the importance of collaborating with various parties to encourage library development, regulate funds for library management, and implement inclusive community empowerment efforts through the provision of library services.

All activities in the library are the responsibility of the librarian, although in some types of libraries, the duties of librarians are also divided into several fields (specializations). However, what is certain is that every librarian is trained to be a wise information consumer. So, with these skills, they are required to always be able to help the community by utilizing information sources. The utilization of information sources begins with conventional searches or through information retrieval systems. In this case, librarians can apply the right strategy so that search can be done easily. In addition, librarians have a role in bridging users with informative activities such as art performances, seminars, and literacy training.

Activities in utilizing services in the library are highly recommended to be used as a habit to create a culture of love of reading and information literacy. However, the current conditions in society show that not a few of our people have not utilized the services in the library optimally. This could happen because of their nescience of the existence of a library. Therefore, through this paper, it is hoped that the audience can get to know and take advantage of various services available at library institutions, especially such as the main object in this study, services at the Habiburrahman Grand Mosque Library Indonesian Aerospace.

The Habiburrahman Grand Mosque Library Indonesian Aerospace is included in a special type of library, that is under the auspices of the Public Relations and Libraries Division of the Habiburrahman Grand Mosque Prosperity Council. This department is responsible for library development, archiving, documenting, and publishing routine mosque activities through print and electronic media. Located at Kaptan Tata Natanegara Street, Bandung City, West Java 40173, this library is located opposite the south door of the Habiburrahman Grand Mosque Indonesian Aerospace.

Figure 1: The Habiburrahman Grand Mosque Library Indonesian Aerospace entrance



As an information provider, the Habiburrahman Grand Mosque Library Indonesian Aerospace has a vision of "Creating a modern Islamic library with quality collections, a sophisticated management system and professional human resources", as well as its mission as follows: (1) to build and develop an Islamic library, based on Information Technology (2) to build Islamic library staff (3) building and developing Islamic information networks (4) publishing Islamic publications.

Before this study was conducted, there was previous research by Erma Awalien Rochmah regarding the management of library services. In this study, it was stated that library services must be oriented to the needs and satisfaction of users, with the implementation of the services applied depending on the conditions of each library (Rochmah, 2016). The difference that can be seen is that the study describes library services in general, while this study focuses on the analysis of services that have been available so far in a library. There are also other studies by Ira Asmara with the title Analisis Pelayanan Perpustakaan Keliling di Kota Banda Aceh (Asmara, 2019). Therefore, the difference in place and type of library is a novelty for this study. Furthermore, this study aims to find answers to the following 3 questions:

1. What types of user services are available at the Habiburrahman Grand Mosque Library Indonesian Aerospace?
2. What service system has been adopted by the Habiburrahman Grand Mosque Library Indonesian Aerospace?
3. What are the procedures for registering new members and the rules that apply in the Habiburrahman Grand Mosque Library Indonesian Aerospace?

## **B. Research Method**

This study uses a qualitative method with a descriptive approach. The qualitative method is used by the author because it aims to explore and describe the phenomena found in the field. Meanwhile, the descriptive approach results will contain explanations with words and photos. This study was held in March 2022, with the research object being the Habiburrahman Grand Mosque Library Indonesian Aerospace, especially in the service sector in the library.

The data collection technique was carried out online and offline, starting with reviewing previous research and literature originating from various articles in e-journals

and e-books accessed through Google Scholar and Google Play Books search engines. The resource person from the interview who is also the subject of this research is the Head of Public Relations and Libraries Division of the Habiburrahman Grand Mosque Indonesian Aerospace namely Mr. H. Rachmat Tarman and Mrs. Nining as librarians. The documentation is sourced from the author's photo, as well as social media content uploaded on the official Instagram account of the Habiburrahman Grand Mosque Indonesian Aerospace (@masjid\_habiburrahman) and the Pusdai Jabar YouTube channel (@PusdaiJabar).

### C. Discussion

Harrod's definition of a special library is an "information center maintained by an individual, corporation, associations, government agency of another group; or, a specialized or departmental collection within a library" (Katpure, 2014). Not too much different, according to Karmidi Martoadmojo,

"A special library is a type of library established by an institution (government/private) or company that has a specific mission with the aim of fulfilling the needs of its environment, both in terms of management and information services for library materials to support the development and improvement of the tasks and functions of the institution concerned, as well as human resources" (Syifitri, 2019).

Based on the quotation above, we need to understand that service is an important aspect that needs attention. Library services itself "... is the provision of information and facilities to users" (Luthfiyah, 2020). Another definition also states that Library services are library facilities and activities in provide services to library users or users, especially to library members. The number of types or kinds of library services is quite a lot. All of these services are organized according to the conditions of library staff and the needs of users (Himayah, 2013).

In general, library services are divided into two, there are the technical service category and the user service category. Technical services are behind-the-scenes activities that are sometimes referred to as the back office. Technical services include activities in preparing library materials before being displayed on shelves or collection cupboards, such as procurement and processing of library materials. Meanwhile, user services provide services directly to users at the front office. The types of user services include:

1. Reading room service
2. Library material circulation services
3. Reference service
4. Internet access service
5. Audiovisual (AV) collection services
6. Copy service
7. Literature search service
8. User education services and information literacy training
9. Flash information services (Current information services)
10. Selected dissemination of information services
11. Information package creation service
12. Interlibrary loan services
13. Translation services
14. Special reading group services (Children, youth, and people with disabilities)
15. Mobile library services (Rahayu, 2014).

Besides, two service systems that are commonly implemented by various libraries, are open service systems (Open access), closed service systems (Closed access), and mixed service systems (Mixed access). An open service system is a library scheme that allows users to search for information independently and freely. A closed service system is a

scheme implemented by the library by giving full responsibility to the librarian for all user activities in searching for information. Meanwhile, mixed service systems are a combination of an open-access system and a closed-access system (Asmawardah, 2018).

In the context of the Habiburrahman Grand Mosque Library Indonesian Aerospace, this library adopts a mixed access service system. The various services in question consist of:

1. User education services

According to Hildawati, user education services began to develop in the 1970s. Examples of these services include organizing workshops, conferences, surveys, publishing articles or magazines, and opening literacy classes which are generally carried out by experienced librarians (Zulfikar & Wasisto, 2018). Involved an experienced librarian because user education services require someone who has extensive knowledge and communication skills, especially about the library he manages.

In the Habiburrahman Grand Mosque Library Indonesian Aerospace, a user education service is carried out by librarians to new users, which aims to introduce or provide guidance to them in using various facilities and understanding the procedures that apply at the Habiburrahman Grand Mosque Library Indonesian Aerospace. In its implementation, librarians provide these services in a friendly manner with the use of language that is also easy to understand.

2. Reading room service

The reading room is a room used by users or library visitors to read library materials. The placement of the reading room is generally adjacent to the collection, or the collection room and reading room are combined in one room (Nursangadah, 2019). Reading room service at the Habiburrahman Grand Mosque Library Indonesian Aerospace is in the middle of a bookshelf lined up. Equipped with one long table, this reading room is intended for users who only want to read the collection directly in the library or not to borrow the collection to take home. The collection of library materials on the topic of Islam available is quite diverse. The library materials have a classification number of 2X0 expansion or the same as 297 on the Dewey Decimal Classification (DDC) standard.

Figure 2: Reading table opposite the circulation desk of the Habiburrahman Grand Mosque Library Indonesian Aerospace





Figure 3: Library collection shelf  
of the Habiburrahman Grand Mosque Library Indonesian Aerospace



### 3. Circulation services

The main focus of all the library activities is circulation services. Therefore, the service at the circulation desk will create satisfaction among users, which will give a good impression of the service image of the library itself. This is driven by the principle that good service is a service that can meet the needs of users and make them satisfied (Chorida, 2012).

Circulation services which consist of activities in borrowing, extending, returning, and billing library materials are excellent services owned by the Habiburrahman Grand Mosque Library Indonesian Aerospace. By adopting an open service system, users are free to look for library materials they want to borrow or only read directly in the library reading room. In addition, circulation services related to extending book lending can also be accessed more easily by contacting the librarian via WhatsApp message, whose number will be given to each user when filling out the registration form as a library member.

Figure 4: Circulation desk of the Habiburrahman Grand Mosque Library Indonesian Aerospace



4. Reference service

One library service that helps users find what they need is a reference service. It is a service activity that helps library visitors and users find information in the following ways: receiving questions from library users and visitors and then answering them using reference collections; providing directions to find reference collections and find the information needed; and instructing users on how to use library materials for the reference collection (Kalsum, 2016).

Reference services at the Habiburrahman Grand Mosque Library Indonesian Aerospace adopts a closed service system, for users who require library materials need the initiative to ask for help from librarians to be given access to read various library materials on special shelves/cabinets for reference collections such as dictionaries, Islamic encyclopedia, Quranic exegesis books, almanacs, master bibliographies, yearbooks, and so on.

Figure 5: Reference book cabinet  
of the Habiburrahman Grand Mosque Library Indonesian Aerospace



5. Photocopying services

Photocopying services allow users who cannot or do not want to borrow library collections to take home by photocopying them in the library. This service can also improve the wearability of collections that cannot be lent (Reference books). With this service, collections can be better utilized because users who are not members of the library and cannot borrow the collections can still get the information needed and bring it home (Rahayu, 2014).

Habiburrahman Grand Mosque Library Indonesian Aerospace has 1 copier unit, which can be used by visitors who need a copy of library material, either from ordinary bookshelves or reference collection cabinets. To take advantage of this service, visitors only need to pay a fee of IDR 200 per sheet of copies of library materials to be photocopied.

Figure 6: Photocopy machine of the Habiburrahman Grand Mosque Library Indonesian Aerospace



#### 6. Literature search service

If users are having difficulty finding the information they need while in the library, they can approach the librarian who is at the circulation desk and ask them for help. Then the librarian of the Habiburrahman Grand Mosque Library Indonesian Aerospace will swiftly assist users so that activities in searching for information intended by users can be carried out more effectively and efficiently.

According to Perpunas, literature search is the activity of finding or rediscovering literature information about a particular field in the library or outside the library using the help of secondary literature and or other means of search. This literature search activity is generally used to support scientific research and/or writing, as well as reading materials according to the needs of library users (Nashihuddin, 2014).

#### 7. Website services

Habiburrahman Grand Mosque Library Indonesian Aerospace website service can be accessed via <https://habiburrahman.org/> or directly on the <https://perpustakaan.habiburrahman.org/> page. The website contains a short profile menu of the library, a catalog of library materials, member data, and also provides various e-books that anyone can download free of charge.

Library website services are several services and information provided by libraries through their websites. The primary purpose of library website services is to facilitate easy access to library resources and information for users, both library members and general visitors. Library websites are an important tool in libraries' efforts to provide more efficient services, easy access, and better interaction with their users. With library websites, users can access library resources anytime and anywhere, allowing them to benefit from the vast and diverse collections provided by the library.





Habiburrahman Grand Mosque Library Indonesian Aerospace sets operational hours Monday-Friday from 10.30 a.m. to 3 p.m. and temporarily closes on national holidays. Even though it bears the title of a special library, this library does not only serve visitors from its main institution, such as the Habiburrahman Grand Mosque congregation or employees of Indonesian Aerospace but they also open access for anyone who intends to just visit or deliberately register to become a member of the library. This can be seen in the various age ranges of library visitors, starting with children, teenagers, adults, and the elderly who usually come to the library after praying or attending recitations at the Habiburrahman Grand Mosque Indonesian Aerospace.

Visitors who want to take advantage of circulation services are required to register as library members in advance to be able to enjoy all services offered by the library officially, bypassing the new member registration procedure as follows:

1. Prepare the requirements consisting of 1 photocopy of KTP/identification and a formal photo of 3x4 size
2. Fill out the registration form by coming directly to the library
3. Pay a membership fee of IDR 10,000 (once every 1 year)

Library members have an important role to play in ensuring the sustainability of the library. With the participation of members, the library will always be able to maintain its existence, credibility, and relevance in society. In addition, library members also contribute by providing feedback and suggestions, both to the quality of services and programs held by the library.

Some of the obligations of the community itself to the library include maintaining the preservation and safety of library resources, supporting efforts to provide library service facilities in their environment, complying with all rules and regulations in the use of library facilities, and maintaining order, security, and comfort of the library environment (Central Government of the Republic of Indonesia, 2007).

Along with procedures, there are also unwritten rules for visitors to the library. However, the authors conclude some of these regulations, are:

1. Dress neatly and politely
2. It is mandatory to store luggage in lockers
3. No smoking
4. Return the book that has been read to its place
5. Obligation to maintain cleanliness, calm, and order
6. It is not permissible to destroy library materials
7. Not allowed to take library materials out of the library without permission
8. Return the loan book according to the specified deadline

Figure 8: Roof design of the Habiburrahman Grand Mosque Library Indonesian Aerospace



Besides services, according to the results of observations in the field, the authors also found the uniqueness of the Habiburrahman Grand Mosque Library Indonesian

Aerospace, among others, is found in its architectural design which succeeded in creating a distinctive atmosphere of an ancient archipelago mosque. Furthermore, since this library is still within the mosque's premises, it is very visible that the arrangement of the rooms for the various collections is fairly clean and neat, including good air ventilation and room lighting.

#### **D. Conclusion**

Research focusing on the topic of service at the Habiburrahman Grand Mosque Library Indonesian Aerospace shows that there are 8 types of services available to its users, including user education services, reading room services, circulation services, reference services, photocopying services, literature search services, website services, and audio-visual collection services ( AV). Not only one but this library implements two at once service systems, both open and closed. So it can be said that the Habiburrahman Grand Mosque Library Indonesian Aerospace implements a mixed access system.

Habiburrahman Grand Mosque Library Indonesian Aerospace has a series of rules consisting of 8 unwritten library regulations. In addition, the author found an interesting aspect that lies in the architecture of the building. Because the design of this library can present the distinctive nuances of the ancient mosque of the archipelago. Overall, the services available at the Habiburrahman Grand Mosque Library Indonesian Aerospace can be categorized as quite diverse. With a complete collection of library materials, this library deserves to be better known by the wider community, so that its vision, mission, and role as an institution providing information and services can be achieved optimally.

There are several suggestions that the author conveys for the progress of the Habiburrahman Grand Mosque Library Indonesian Aerospace in the future, it is expected that there will be a written library regulation so that visitors and library members can better understand something can and cannot be done when visiting the library. Then, optimize website services because, in the digital era like today, online-based library services are indispensable to be used in accessing reading resources that are not limited by space and time.

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