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Reference Services in the Library: Literature Review

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Abstract

This research aims to investigate the impact of reference services on the library and the professionalism of librarians on library users. This research explains the importance of libraries, especially those in higher education institutions, in assisting people in obtaining information. To assess the level of satisfaction among library users, this research employs a literature review method. Before determining the results, 150 articles were initially reviewed, then screening was conducted, resulting in 70 articles. These were further filtered down to 20 articles for the final review. The result of this research is libraries, reference services, librarians, and user satisfaction are interconnected elements that support effective information dissemination and academic activities in higher education.

Keywords: *library; reference services; librarian; user satisfaction; education.*

INTRODUCTION

According to Estabrook Yusup & Subekti, (2010), in the perspective of the library and information world, information is a record of observed phenomena or decisions made by an individual. As a result, the demands for information provision through a service have increased. The role of services is crucial in fulfilling information needs, especially in public services needed by many users. Over time, the development of information becomes unavoidable. This makes the library, as an information center, must be able to provide accurate, relevant, credible information in line with current events or trends. According to Moenir, (2002), service is an activity carried out by an individual or a group of people with a certain foundation where the satisfaction level can only be felt by the person serving or being served, depending on the provider's ability to meet user expectations.

The University Library is a supportive facility established to support academic activities for higher education. The library is not only a place to read books but also a place that facilitates access to various information, ranging from print media to online multimedia that can support information fulfillment. Therefore, the library in higher education becomes a key element in supporting or fulfilling learning, research, and information needs.

To meet these needs, the library provides reference services. Reference services are one of the activities that must be carried out in the library to provide services and present reference collections to users to meet information needs. The purpose of reference services is to assist library users in obtaining information by: (1) Receiving questions from users/visitors to the library and then answering them using reference collections; (2) Providing guidance to find reference collections and search for needed information; (3) Providing guidance to users on the use of library reference material Kalsum, (2016).

According to Mochammad et al., (2020), librarians are one of the resources that drive other resources in the library organization, enabling the library to play an optimal role in carrying out its main tasks and functions. Therefore, librarians become the key to success in disseminating information in the library. In the sense that a librarian is a profession responsible for the management and services. One of the services that a librarian is responsible for is providing reference services to help visitors meet information needs in the library.

Reference services become the image of a library. Thus, there is no library without services. If a library has very poor services, then the image of that library will also be very poor, and vice versa Christinsa, (2009). User satisfaction in information fulfillment is an essential part of a library. Through reference services, the library can provide satisfaction to its users. User satisfaction with the library significantly influences the reading interest of users in the library. Thus, the library becomes a bridge connecting individuals to the world of knowledge, opening doors for exploration and broader learning.

This research aims to investigate the impact of reference services on the library and the professionalism of librarians on library users. Several problem formulations were identified, namely how librarian professionalism influences the satisfaction and perception of library users regarding library services, how librarians can enhance their professionalism to provide better services to library users, and finally, to what extent the reference services offered by librarians contribute to user accessibility and overall library performance.

METHODS

In conducting the research, the researcher chooses to use the literature review method for data collection. This is because the author wants to analyze the level of user satisfaction with librarians who are still often considered unfriendly. The literature review study is a way to obtain data or sources related to a specific topic that can be obtained from various sources such as journals, books, the internet, and other libraries.

Snyder, (2019) argues that literature reviews play a crucial role because using literature review studies can help individuals understand the development of knowledge, sources of policy-making, become a trigger for new ideas, and serve as a guide for researching specific fields. In conducting an analysis using the literature review method, there are four stages that the researcher must go through. These stages include designing reviews, conducting reviews, performing analysis, and finally, writing reviews.
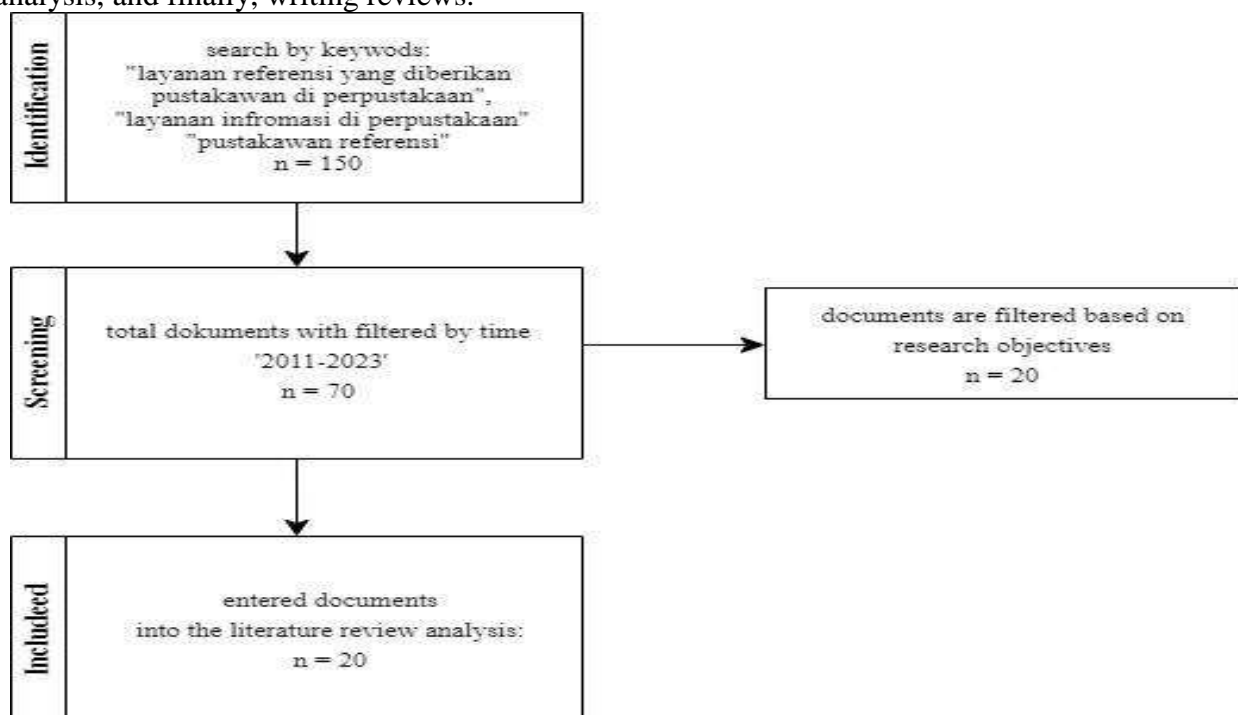

Figure 1. Flowchart Diagram Prisma

Based on the flowchart, the researcher follows several stages in conducting this research. In the initial stage, the researcher conducts a document search on Google Scholar using keywords such as "library reference services provided by librarians," "library information services," and "reference librarians." The search yields 150 documents that meet the desired criteria. In the next stage, the researcher narrows down the documents by setting a time limit from 2011 to 2023, resulting in 70 documents within the specified timeframe. Following this, the final step involves filtering the documents through a thorough review of the remaining journals. This stage aims to carefully examine the content, and as a result, 20 journals are deemed suitable for review in this research.

FINDING AND DISCUSSIONS

Library is an institution that supports education, research, and knowledge of the community by providing access to various sources of information. Librarians are responsible for managing the library and assisting library users in searching, accessing, and using information. Library users are individuals who utilize library services. Education in the library includes programs to enhance information literacy and research skills. Librarians assist library users in searching for and using information while maintaining the freshness and relevance of the library's collection. Library users can benefit from library services for educational, research, and recreational purposes. Education in libraries includes programs aimed at enhancing information literacy and research skills. By incorporating sub-chapters dedicated to libraries, librarians, and reference services, this study gains a more focused approach. The emphasis on discussing these specific aspects: libraries, librarians, and reference services helps highlight their individual importance. Furthermore, the research clarifies that these sub-chapters play a crucial role in offering more targeted support for locating the necessary information within the context of the research methodology.

LIBRARY

Library is an institution that plays a important role in supporting education, research, and knowledge in society. The main function of the library is to provide access to various sources of information, including books, journals, magazines, and digital resources. Libraries also often serve as centers for educational and cultural activities, organizing various programs to promote literacy and knowledge.

Table 1. Review of "Library"

No.	Title, Author, Year	Result
1.	Pengelolaan Perpustakaan, Erma Rochmah, Erma Rochmah, 2016 (Rochmah, 2016) Layanan Awalien Awalien	Pengelolaan perpustakaan harus dilakukan dengan baik juga sistematis agar dapat meningkatkan kepuasan dari pengguna. Perpustakaan juga harus memperhatikan prinsip-prinsip dari layanan perpustakaan itu sendiri.
2	Penerapan Sistem Informasi Perpustakaan Berbasis Web Pada Smk Nurul Huda Pringsewu Yuri Rahmanto, Debby Alita, Ade Dwi Putra, Permata, Suaidah, 2022 (Rahmanto et al., 2022)	Perpustakaan menjadi peran penting dalam pemenuhan informasi bagi penggunanya. Semakin maju dan canggih teknologi yang ada, perpustakaan dituntut untuk terus meng-update segala layanan ke layanan yang memudahkan penggunanya dalam mengakses informasi.
3	Sistem Pelayanan Untuk Peningkatan Kepuasan Pengunjung Pada Perpustakaan Arsip Dan Dokumentasi Kota Bengkulu, Indra Kanedi, Feri Hari Utami,	Sistem informasi umum seperti perpustakaan dapat dinilai dari beberapa aspek: tempat, lingkungan, koleksi, serta pelayanan, sehingga kepuasan serta ketertarikan dari pemustaka atau pengguna dari perpustakaan dapat menilai perpustakaan dari beberapa

No.	Title, Author, Year	Result
	Leni Natalia Zulita, 2017 (Kanedi et al., 2017)	aspek tadi.
4	Efektivitas Pelayanan Perpustakaan Sekolah, Anis Zohriah, 2017 (Zohriah, 2017)	Peran perpustakaan yang menjadi salah satu peran yang penting di dunia pendidikan, perpustakaan tidak hanya menjadi tempat di mana buku ditemukan, tetapi ada banyak layanan serta fasilitas yang ditawarkan oleh perpustakaan dalam pemenuhan informasi pengguna. Perpustakaan yang berhasil adalah perpustakaan yang banyak dikunjungi oleh banyak pengguna untuk memanfaatkan informasi yang ada.
5	Perpustakaan sebagai Tempat Rekreasi Informasi, Sri Endarti, 2022 (Endarti, 2022)	Perpustakaan memiliki peran penting dalam mendorong kemajuan serta peningkatan informasi. Fasilitas, sarana, seperti layanan informasi, bisa digunakan sebagai tempat 'rekreasi' informasi.
6	Perpustakaan Di Era Teknologi Informasi, Lailatus Sa'diyah, 2019 (Sa'diyah & Adli, 2019)	Dengan diterapkannya teknologi informasi di perpustakaan, perpustakaan dapat menjadi pusat informasi yang utama dalam pemenuhan informasi.
7	Layanan Data dan Informasi dalam Rangka Meningkatkan Layanan di Perpustakaan Perguruan Tinggi, Ratnaningsih dan Abdul Rahman Saleh, 2016 (Ratnaningsih & Saleh, 2016)	Perpustakaan mengambil peran penting dalam peningkatan kualitas layanannya guna mendukung pemenuhan informasi yang dibutuhkan oleh pemustaka atau pengguna.

Based on the data collected using the keyword "library," several relevant journals have been identified and utilized during the review process. The discussions derived from these journals often emphasize the functions played by libraries. Journals identified with the keyword "library" also tend to highlight the roles played by libraries in various contexts. One journal emphasizes the role of the library as an educational institution and its crucial role in supporting learning by providing access to various relevant resources Endarti, (2022). It is also mentioned that the library serves as a place where information sources can be found to meet users' information needs Ratnaningsih & Saleh, (2016).

The library is not only a place to work on assignments but is also expected to provide the latest information relevant to the times and offer comfortable facilities for visitors. With the increasing sophistication of technology, libraries are expected to provide the best services to their users, especially in the information sector, as libraries serve as the primary information centers in the world of education. Effective library management will result in a well-functioning library, leading to increased visits by users and earning the library a reputation as a successful institution.

LIBRARIAN

Librarianship is a profession that demands meeting the needs of users through the improvement of their productivity and performance. Librarians can fulfill these job demands by working and behaving professionally while possessing appropriate competencies in their field, with the hope that the users' needs will be met Rulyah Siti, (2018). In line with this perspective, Ramadhani et al., n.d. states that a professional librarian is an honorable profession requiring special skills in its management. Librarians are required to provide innovation and be oriented towards current conditions as well as future developments.

Table 2. Review of "Librarian"

No	Title, Author, Year	Result
1.	Aspek Etika pada Layanan Referensi dan Informasi di Perpustakaan: Sebuah Ulasan, Dedy Dwi Putra, 2022 (Putra, 2022)	Etika menjadi aspek yang penting dalam menjalankan profesi pustakawan untuk menjadi seorang yang profesional. Dalam memberikan layanan referensi seorang pustakawan memiliki kode etik yang harus diterapkannya.
2.	Kompetensi Pustakawan Referensi dalam Layanan Informasi: Analisis Konseptual, Syukrinur A. Gani, 2020 (Rullis, 2019)	Sebagai pustakawan referensi memiliki tugas membantu pemustaka dalam tiga bentuk pelayanan, yaitu menemukan informasi, membantu pemustaka menemukan informasi dan mengajari pemustaka.
3	Persepsi Pemustaka Terhadap Sikap Pustakawan dalam Layanan Referensi di Perpustakaan Universitas Katolik Soegijapranata, Ahmad Isywarul Mujab, Ary Setyadi, Rukiyah, 2015 (Mujab et al., 2015)	Pustakawan dapat memberikan layanan yang terbaik apabila memiliki wawasan yang banyak tentang layanan karena sikap pustakawan dalam memberikan layanan referensi berpengaruh pada kepuasan pemustaka.
4	Peran Pustakawan Terhadap Kualitas Layanan Perpustakaan, Lia Yuliana, Zulfa Mardiyana, 2021 (Yuliana & Mardiyana, 2021)	Dengan memperhatikan peran yang profesional dari pustakawan, pemustaka dapat merasa puas atas layanan yang diberikan oleh pustakawan itu sendiri.
5	Kinerja pustakawan perpustakaan perguruan tinggi islam di Provinsi Bengkulu, Rhoni Rodin, 2018 (Rodin, 2018)	Era digital menurut pustakawan menjadi lebih inovatif dan kreatif dalam memberikan pelayanan dalam meningkatkan kinerja pustakawan dalam memberikan pelayanan bagi penggunanya
6	Peran Pustakawan Perguruan Tinggi Dalam Era Informasi & Digitalisasi, Laila Rahmawati, 2021 (Rahmawati, 2012)	Pustakawan harus melakukan dan bertanggung jawab atas perannya dalam memenuhi kebutuhan kepuasan pemustaka.
7	Peranan Pustakawan Dalam Meningkatkan Kualitas Layanan Pengguna Di Badan Perpustakaan, Arsip Dan Dokumentasi Provinsi Sulawesi Utara, Marsahno Senen, D. Silangen Lasut, Johny Senduk, 2015 (Marsahno et al., 2015)	Pustakawan berusaha untuk menjalankan tugasnya secara maksimal sesuai dengan kerangka kerjanya yang telah ditetapkan. Mereka juga berupaya memberikan pelayanan yang ramah dan berperilaku baik kepada pengguna agar mereka puas dengan layanan yang diberikan. Selain itu, pustakawan juga melakukan pengawasan terhadap koleksi-koleksi yang rusak dan memperbaikinya.

From the results of the research, it can be understood that librarians play a crucial role in all activities within the library. If the librarian can effectively manage the library where they work, it can result in a well-functioning library. This will be highly beneficial for all users. On the other hand, to become a good librarian, various factors are needed to support this. One of them is the

ability to exhibit a professional attitude in performing the duties as a librarian. The professional attitude and ethical code applied by a librarian can contribute to being perceived positively by users.

Becoming a librarian demands an individual to possess a courteous attitude as they are required to be friendly in serving patrons. The role of a librarian in this information age necessitates the ability to think innovatively and creatively in providing services. In addition to this, a librarian must also have broad insights across various fields of knowledge to facilitate the provision of reference services to patrons.

REFERENCE SERVICES

According to Fahdli & Ilmi, (2023), reference services are one of the crucial services that a library must provide. Reference services involve offering reference sources and various guidance services designed to meet the information needs of library users. This service is available in all types of libraries, from general to specialized ones.

Table 3. Review of "Reference Services"

No	Title, Author, Year	Result
1.	Layanan Referensi Melalui SMS: Studi Literatur, Arief Wicaksono, 2017 (WIcaksono, 2017)	Faktanya layanan referensi menggunakan SMS masih sangat diminati walaupun terkesan ketinggalan zaman. Pemilihan layanan referensi melalui SMS karena dianggap mampu untuk menjangkau keseluruhan wilayah di Indonesia yang kurang akan jaringan internet dan akses orang yang menggunakan telepon non-seluler yang masih banyak.
2.	Pergeseran layanan Perpustakaan dalam Lingkungan Informasi yang Kompleks: Representasi Layanan Referensi di Perpustakaan Universitas andalas (UNAND) Padang, Vita Nova Rullis, 2019 (Rullis, 2019)	Layanan referensi menjadi penting untuk manajemen perkembangan perpustakaan di masa depan dan salah satu bentuk kedekatan yang diberikan pustakawan kepada penggunanya. Perkembangn teknologi yang meningkat, menjadikan layanan referensi harus dapat diaksess dimana saja dan kapan saja agar mempermudah pemustaka dalam pencarian informasi.
3.	Kepuasan Pengguna Terhadap Layanan Perpustakaan, Abdul Karim Batubara, 2009 (Abdul & Batubara, 2009)	Kualitas perpustakaan bisa dinilai dari sikap petugas yang profesional. Sebagai lembaga pelayanan, perpustakaan mempunyai pengguna tersendiri yang membutuhkan layanan yang baik dan memuaskan.
4.	Analisis Pengaruh Pelayanan Perpustakaan Terhadap Kepuasan Pengguna Perpustakaan di Institut Agama Islam Imam Ghozali, Nani Kurniasih, 2018 (Kurniasih, 2018)	Kualitas pelayanan referensi sangat berpengaruh pada pemenuhan kepuasan dari pengguna. Jadi, ditemukan bahwa kualitas perpustakaan dapat dinilai dari pelayanannya.
5.	Layanan Referensi dan Promosi Koleksi Referensi, Nining Nugrahini, SE 2013 (Nugrahini, 2013)	Petugas referensi mempunyai tuntutan dalam melayankan referensi kepada pengguna secara cepat dan juga tepat.
6.	Urgensi Keterampilan Sosial Pustakawan Pada Layanan	Pada masa yang akan datang, pustakawan dituntut untuk meningkatkan pelayanan referensi agar

No	Title, Author, Year	Result
	Referensi Dalam Menghadapi Globalisasi Informasi, Iwin Ardyawin, 2017 (Ardyawin, 2017)	menjadi lebih cepat dan dinamis.

According to the analyze, reference services have become an essential activity that every library should possess. This necessitates librarians to provide quality reference services to their users. With the advancing technology, reference services are also expected to leverage these technological advancements. Reference services are no longer confined to face-to-face interactions between librarians and users alone. By harnessing evolving technologies, reference services can be provided online, making them accessible anywhere and anytime. However, not everyone can access technology-based reference services due to network constraints. This challenge requires librarians to think more creatively to provide the best services to patrons. This perspective is shared by Wicaksono, (2017) , who, despite the apparent outdatedness, states that SMS-based reference services are still in high demand among users. This is attributed to the existence of areas facing challenges in accessing the internet.

The provision of reference services can be accessed not only offline but also online. However, due to uneven network coverage, SMS is still used in providing reference services. Additionally, reference services are also an evaluation of the professionalism of librarians in providing services to library users. As someone working in service delivery, librarians are required to be professional by exhibiting a friendly and warm attitude towards users and providing informative responses to questions posed by patrons. These two aspects are interrelated in delivering excellent services in the library. A well-functioning library is undoubtedly supported by librarians who demonstrate professional performance in providing all services, especially reference services that directly involve library users.

CONCLUSION

In conclusion, the role of libraries as information centers is crucial in fulfilling the information needs of users in various contexts. Reference services provided by librarians are essential for assisting users in obtaining the information they require and connecting them to the world of knowledge. Librarians play a significant role in disseminating information and are responsible for managing the services provided by libraries. User satisfaction is a key factor in the success of libraries, and quality reference services contribute to maintaining a positive image and bridging individuals to the world of knowledge. The literature review method is a valuable tool for collecting data and understanding the development of knowledge in specific fields. Overall, libraries, reference services, librarians, and user satisfaction are interconnected elements that support effective information dissemination and academic activities in higher education.

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