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Evaluation in Bibliographic Supervision for Information Optimization at the UNS Library

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A B S T R A C T

This research endeavors to examine the oversight of bibliographic resources at the central library of Universitas Negeri Surabaya through a quantitative opinion survey involving a cohort of 50 participants speed, and overall user satisfaction in the context of information retrieval. Results indicate that bibliographic oversight is insufficiently executed, as numerous users report challenges in accessing information and express concerns regarding the management of bibliographic resources. Observational investigations suggest that the available facilities and human resources within the library and reading areas are not functioning at optimal levels, and there exist deficiencies in the technical staff's comprehension of the SLiMS system. The assessment is designed to enhance user satisfaction through the identification of both strengths and weaknesses within the existing supervisory framework. In summary, this evaluation aims not solely to quantify user satisfaction but also to cultivate a responsive library atmosphere that adeptly addresses user requirements. By assimilating evaluation findings into daily operational procedures, libraries can elevate the quality of services provided and enhance the user experience in information retrieval.

A R T I C L E I N F O

1. INTRODUCTION

With a wide variety of holdings including books, bulletins, periodicals, national journals, e-journals, and scientific theses in both printed and non-printed media, libraries serve as essential information centers. To make it easier for users to access these materials, they are arranged on shelves according to title (Rohmaniyah & Lizanett, 2024). However, library administration is greatly impacted by the ongoing evolution of knowledge and information (Kurniawan et al., 2023). Libraries must now use digital systems to handle bibliographic entries and process books effectively in order to adjust to these developments (Li et al., 2019; Majidah & Rullyana, 2024). Digital technology integration ensures that libraries stay relevant in an increasingly digital environment by improving accessibility to a wider audience and streamlining the management and retrieval of material. As libraries transition from traditional to digital formats, they must balance maintaining their physical collections while embracing innovative solutions that meet the evolving needs of their users.

In the era 5.0, efficient access to information is crucial, yet many library users struggle to obtain the information they need due to an inadequate bibliographic supervision system. Quick and accurate access to information is becoming increasingly important, but many users encounter difficulties in efficiently retrieving this information (Alamsyah et al., 2024; Huo, 2022). Currently, one of the main challenges in accessing information is that users often struggle to do so efficiently (Agustiani et al., 2023; Hasibuan et al., 2023). This indicates that the current bibliographic monitoring system is not yet optimal. Therefore, it is essential for librarians to conduct a thorough evaluation of the existing system and identify solutions to enhance information accessibility. At the same time, technological advancements offer librarians new opportunities to manage information more effectively, allowing users to access it with greater ease, one such opportunity is the implementation of digital systems (Alberto, et al., 2017; Gul & Bano, 2019; Widayanti, 2015). For example, adopting the SLIMS system can significantly improve efficiency in bibliographic management and material processing. Automated systems not only accelerate workflows but also simplify users' access to the information they need.

It is known that the implementation of digital systems in libraries provides opportunities for librarians to innovate to improve the quality of digital services, so as to increase user satisfaction. As librarians, our responsibility lies in continuing to innovate and adapt to improve the quality of library services, meeting the demands of the community in the midst of an ever-evolving information landscape. On the other hand, this places other demands on librarians, such as the demand for the development of understanding and technical skills of technology (Maceli, 2018; Mulyadi et al., 2019; Sa'diyah & Adli, 2019). Thus, ongoing training and education will be very important to ensure that librarians can utilize new technologies effectively in serving users.

University libraries play a central role as centers of learning, research, and information access for academics (Baharudin et al., 2023; Wang & Si, 2024) . However, although this strategic function has been widely recognized, there are still challenges in implementing optimal services, especially in the aspect of bibliographic supervision. At Universitas Negeri Surabaya, bibliographic supervision that has not been running optimally has caused problems in terms of the effectiveness of information searches and the satisfaction of library service users. This gap is an indicator that the existing system has not been fully able to answer user needs, especially in the context of increasingly complex and digitalized academic information management.

Several previous studies have highlighted the importance of bibliographic supervision in enhancing the quality of information services in libraries, particularly in the context ofimplementing digital systems in educational institutions (Aini, 2022; Andayani, 2020; Putri et al., 2022). However, these studies tend to focus on technical aspects and do not comprehensively evaluate bibliographic supervision practices within the context of Indonesian higher education libraries. This creates a gap in understanding how supervision, training, and system optimization affect the overall quality of library services. To address this gap, the present study aims to systematically evaluate the implementation of the SLiMS application in the bibliographic input and book processing workflow at Universitas Negeri Surabaya. Specifically, the study seeks to assess the system's effectiveness in terms of usability, processing efficiency, and its impact on bibliographic accuracy. Feedback from librarians and technical staff will be gathered to identify the strengths and weaknesses of the current system.

Evaluation of a system is intended for libraries to obtain innovations in bibliographic supervision that can lead to increased user satisfaction in information retrieval. This is an effort to explore potential improvements and innovative practices in bibliographic supervision that can improve the user experience when retrieving information (Kalmania et al., 2022; Tuflasa & Tambotoh, 2022). One of them is by analyzing user feedback and identifying gaps in current practices (Abbasi et al., 2024; Nafis, 2022). By examining new methodologies, technologies, or training programs that can be applied to optimize the bibliographic management process and improve the user experience when retrieving information (Panda & Kaur, 2023).

Moreover, the study intends to explore potential innovations and improvements in bibliographic supervision that can enhance user satisfaction in information retrieval. This includes identifying librarian training needs, fostering collaboration among library staff, and proposing sustainable feedback mechanisms. Through this approach, the study aims to provide actionable recommendations to improve bibliographic management practices and contribute to the advancement of library services in a digital academic ecosystem.

2. METHODS

The research method used is a quantitative approach using an opinion survey. Using survey methods in library research will ensure a broad scope of data collection (Karunarathna et al., 2024; Kelley-Quon, 2018). This approach allows for collecting information from many respondents relatively quickly. Respondents were selected using stratified sampling criteria, especially librarians, library technical staff, and volunteers from the reading room at Surabaya State University. The sample size was determined using a purposive sampling technique so that the total number of respondents included in this study was 50 people. The statistical tool used for data analysis was Excel statistical software.

The criteria for the respondents selected are as follows: (i) Librarians who work in the central library and faculty reading rooms at Surabaya State University; (ii) Technical staff involved in managing collections and using the SLiMS system; (iii) Volunteers in the faculty reading room who have experience helping users find information. Based on these criteria, 50 qualified respondents were collected through an opinion survey of various faculties. More details are described in the following table.

Table 1. Respondent distribution.

Reading Room	Amount
Faculty of Engineering	8 Respondents
Faculty of Economics and Business	6 Respondents
Faculty of Law	2 Respondents
Faculty of Social Science	8 Respondents
Faculty of Languages and Arts	9 Respondents
Faculty of Education	8 Respondents
Faculty of Medicine	2 Respondents
Faculty of Sports Science	3 Respondents
Central Library	4 Respondents
Total	50 Respondents

In this case, 50 respondents clearly explained librarians' experiences and opinions regarding bibliographic supervision. The survey was conducted using a carefully designed questionnaire with specific questions to uncover problems, such as librarians' awareness of new features in the automation system and the frequency of misinformation. These targeted questions helped the authors focus on identifying areas that needed improvement. The direct evaluation facilitated by the survey methodology allowed us to collect feedback from users through open and closed questions. Respondents shared their opinions and experiences directly, providing valuable insights into how the current system functions and highlighting areas that require greater attention.

3. RESULTS AND DISCUSSION

3.1. Lack of Awareness Among Librarians and Technical Staff in Reading Rooms to Upgrade Their Knowledge Regarding Additional SLiMS features

The lack of awareness of librarians and technical staff on the importance of understanding the SLiMS features is based on field visits reviewing all librarian and technical staff activities in libraries and reading rooms at faculties. This was then reinforced through interviews stating that the collection acquisition process, such as classification of heritage materials, data collection, and data input, is still carried out conventionally. On the other hand, systematic implementation of bibliographic activities is essential for effective library management, so applying it in college libraries, especially the Universitas Negeri Surabaya library, is important.

Utilizing features such as Bibliography, Copy Cataloging, MARC SRU services for collections available at the National Library, Z3950 SRU services for foreign collections, and P2P services among SLiMS users, including the Ministry of Education and Culture Library, enhances the efficiency and accuracy of bibliographic supervision. Bibliography and Copy Cataloging are foundational components in organizing library materials. The Bibliography feature allows librarians to compile comprehensive lists of resources that users can easily access, while Copy Cataloging streamlines the process of adding new items to the library's collection by using existing catalog records.

This reduces redundancy and ensures consistency across entries. MARC SRU Services facilitate the retrieval of bibliographic data in MARC format from the National Library. This service enables libraries to access high-quality catalog records, which are crucial for maintaining accurate bibliographic information. By integrating these records into their systems, libraries can enhance their collections and provide users with reliable access to

resources. The Z3950 SRU Services expand this capability by allowing libraries to search and retrieve data from external databases.

This international protocol enables seamless access to bibliographic information across different library systems. It acts as a "back door" to library catalogs, allowing users to search multiple databases without needing to understand each system's specific query syntax. This interoperability is vital for enhancing resource sharing and improving user access to diverse collections. Additionally, P2P Services among SLiMS users foster collaboration between libraries, enabling them to share resources effectively. This peer-to-peer approach allows libraries to access each other's collections, enhancing the breadth of materials available to users.

It encourages a cooperative environment where libraries can support one another in meeting user needs. In conclusion, systematically utilizing these features not only improves bibliographic supervision but also significantly enhances user satisfaction in information retrieval. By leveraging advanced technologies and collaborative practices, libraries can ensure they remain relevant and responsive to the evolving demands of their users in an increasingly digital landscape.

Labeling activities in libraries are essential for the organization and accessibility of library materials. Currently, the labeling process is done manually by typing each label into an Excel worksheet. The Manual Labeling Process, a traditional approach to using Excel for labeling, involves several steps that are pretty time-consuming and risky for typographical errors and inconsistencies in labeling and cataloging practices (Pranata, 2024; Shastillah, 2025). So, this manual method is inefficient and ineffective for current library management. Ideally, the labeling process should be simplified by entering information directly into the library management system Bibliography and Label Printing features.

Benefits of Direct Entry to Bibliography and Label Printing Features, by using the Bibliography and Label Printing features in a library management system such as SLiMS, libraries can significantly increase the efficiency of labeling activities. These features are designed to automate the process, allowing librarians to enter bibliographic data once and create labels directly from that information. This integration minimizes the need for manual entry and reduces the possibility of errors.

Based on these results, at least the librarian's understanding of technology (including an understanding of the features of the digital system used) and the integration of technology into the librarian's work in terms of acquisition will help librarians in terms of (i) Increasing Efficiency (Aini et al., 2022; Elsadantia, 2023). Automating entry allows for faster processing of materials because the library can create multiple labels in one operation. This efficiency is beneficial during peak times when new acquisitions are being processed and helps librarians save time; (ii) Consistency and Accuracy: Automatic labeling ensures that all labels are formatted uniformly, maintaining a professional appearance across the collection.

This consistency helps users find materials more easily because they can rely on a standardized labeling system (Anawati et al., 2022; Dewi, 2024); (iii) Real-Time Updates - When bibliographic information changes. Such as new editions or corrections—updating the data in the library management system automatically reflects these changes in the labels. This real-time update capability ensures that users always have access to accurate information regarding library materials (Gul & Bano, 2019; Syaljumairi et al., 2024); (iv) Enhanced User Experience: Ultimately, streamlined labeling processes contribute to a better user experience. With clear and consistent labels, users can navigate the library more effectively, leading to increased satisfaction with library services. In conclusion, transitioning from manual labeling via Excel to direct entry through Bibliography and Label Printing features represents a

significant improvement in library operations. By embracing automation and integrating these functionalities into daily workflows, libraries can enhance their efficiency, accuracy, and overall service quality, thereby better meeting the needs of their users in an increasingly demanding environment.

3.2. Lack of Cooperation Among Librarians at the University and Faculty Reading Rooms

The lack of cooperation among librarian was identified during field visits by observing the online catalog, where there was inconsistency in descriptions for the same title and ISBN. An increasing number of collections are not systematically processed, affecting the availability of up-to-date collections on shelves and causing difficulties in retrieval for users. Based on the questionnaire results (sorted by number of responses), Figure 1 are the respondents' reasons related to bibliographic supervision for accuracy and information availability.
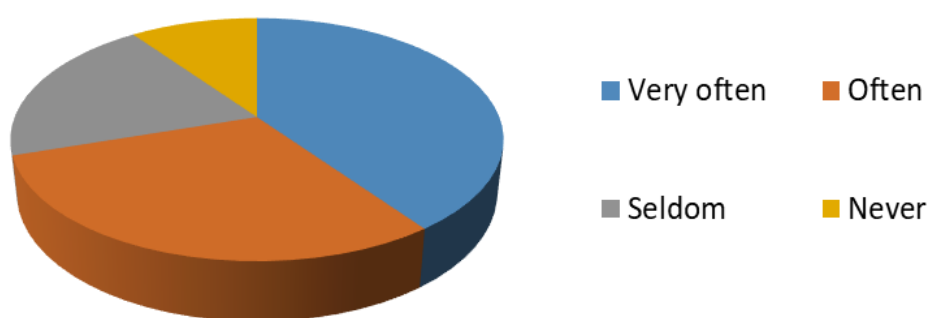

Figure 1. Level of misinformation in bibliography.

Figure 1 shows that as many as 40% of the 50 respondents very often encounter misinformation in the bibliographies that respondents manage. This issue arises from 20 respondents, consisting of 4 librarians from the central library and 17 reading room staff who perform automation of library materials that does not adhere to standard operating procedures. This prevalence of misinformation in bibliography highlights significant gaps in training and adherence to established and urgent need for enhanced training programs and stricter compliance with cataloging standards to improve the accuracy and reliability of bibliographic entries.
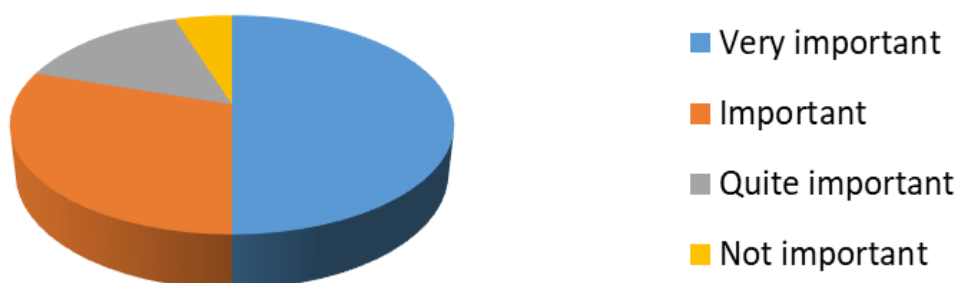

Figure 2. The crucial level of bibliographic supervision is for the accuracy of the information.

In Figure 2, 50% of respondents think that bibliographic supervision is very important for the accuracy of information. Among these, 25 respondents, consisting of 4 librarians from the central library and 21 reading room staff, recognize that if standard operating procedures are

followed correctly, it will positively impact the accuracy and speed at which information can be presented to users. Effective supervision not only enhances the quality of information but also fosters greater user trust in library services. Furthermore, this finding aligns with previous studies that indicate a direct correlation between systematic bibliographic practices and user satisfaction, emphasizing the need for ongoing training and resources to support library staff in maintaining these standards.
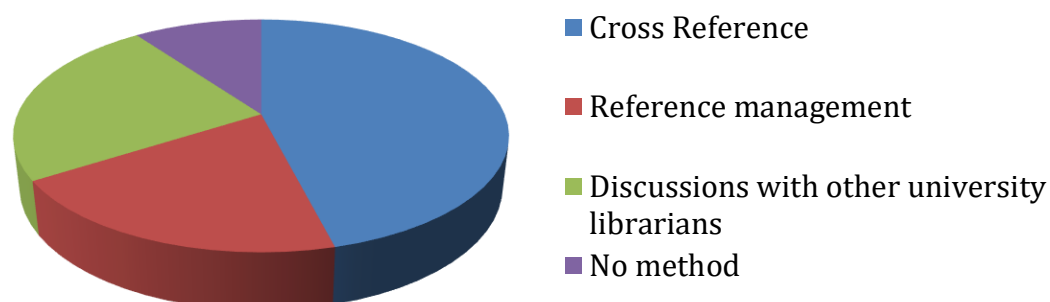

Figure 3. Bibliographic checking method.

In Figure 3, 46% of respondents used cross references to other information to check information in the bibliography. Among these, 23 respondents, consisting of 6 librarians from the central library and 17 reading room staff, believe that cross-referencing is an effective technique for checking the validity of information. This reliance on cross-referencing not only demonstrates the proactive approach of library staff in ensuring the accuracy of bibliographic entries but also highlights the importance of integrating multiple sources to enhance the credibility of information presented to users. Furthermore, this practice aligns with best practices in bibliographic management, where verifying data against various references is essential for maintaining high standards of information quality and user trust.
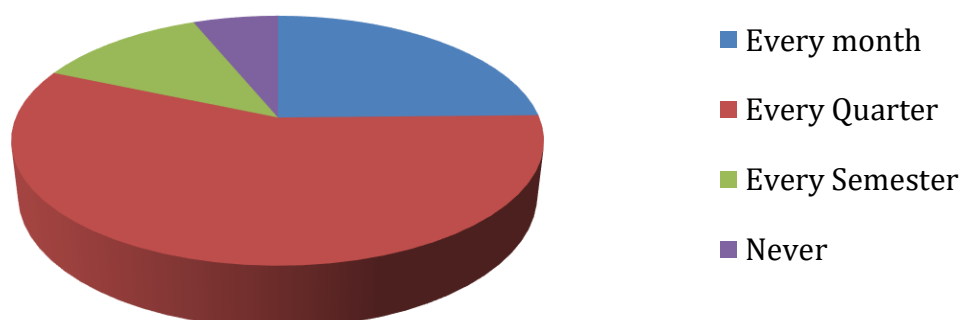

Figure 4. Bibliography updating.

In Figure 4, as many as 46% responded that they update their bibliography every 3 months. Among them, 23 respondents consistenly perform updates in the SLiMS 9 bibliography. This group includes 2 librarians from the central library and 21 reading room staff who update collections that are frequently sought after by university users such as those with classification numbers 000, 300, and 400, 600, 800. This regular updating process is crucial for maintaining the relevance and accuracy of bibliographic records, as it ensures that users

have access to the most current information available. Furthermore, it reflects a commitment to best practices in bibliographic management, which not only enhances user satisfaction but also supports effective information retrieval in an academic setting where timely access to resources is essential.
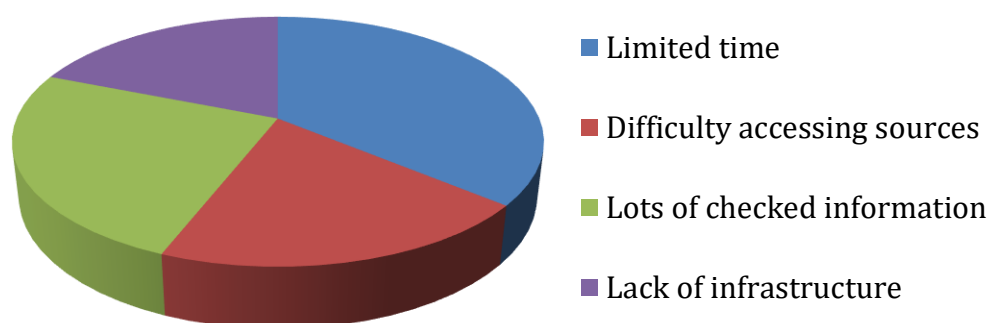

Figure 5. The biggest obstacle in bibliographic supervision.

Figure 5 shows, 40% or 20 respondents said that the biggest obstacle was limited time in bibliographic supervision. This issue is related to the limited human resources in the faculty reading room, which can accommodate a maximum of two people. The constraints on staffing not only hinder the ability to conduct thorough bibliographic supervision but also lead to increased workloads for existing staff, ultimately affecting the quality of service provided to users. This situation underscores the need for additional staffing or resource allocation to ensure that bibliographic tasks can be performed efficiently, thereby improving overall user satisfaction and the accuracy of bibliographic records. Moreover, addressing this issue could facilitate a more effective workflow, allowing library personnel to dedicate adequate time to each bibliographic entry and enhance their engagement with users seeking information.
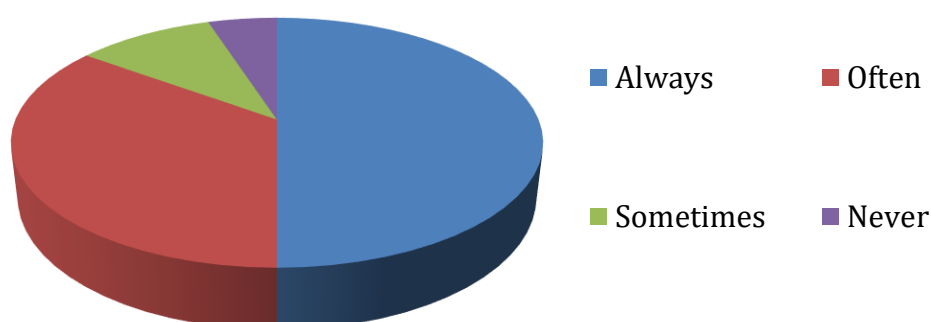

Figure 6. Use of hardware to perform bibliographic monitoring.

Figure 6 shows 50% of respondents answered that they always use hardware in bibliographic supervision such as computers, networks, servers, and external hard drives. This reliance on advanced hardware not only facilitates efficient data management and retrieval processes but also underscores the importance of having reliable technological infrastructure to support bibliographic activities. Furthermore, the effective use of these tools can significantly enhance the overall productivity of library staff, enabling them to manage

bibliographic records more accurately and respond to user inquiries more swiftly. As libraries continue to evolve in the digital age, ensuring that staff are equipped with the necessary hardware and training is essential for optimizing bibliographic supervision and improving user satisfaction (Yusuf & Grema, 2020).

The evaluation of bibliographic monitoring for accuracy and availability of information reveals several key practices that significantly enhance library services. First, continuous updates are crucial; conducting regular updates—whether weekly, monthly, or quarterly—ensures that bibliographic records remain current and relevant. This systematic approach not only provides users with access to the latest information but also helps maintain the integrity of bibliographic records. By routinely updating these entries, librarians can swiftly identify and correct inaccuracies, thereby improving the overall quality of library services. In addition, regular and consistent updates foster a culture of continuous learning among library staff, encouraging them to stay abreast of the latest publications and developments in their fields. This proactive approach not only enhances the library's relevance but also increases user engagement by providing access to accurate, up-to-date information (Mutuma, 2024; Salsabila, 2023).

Another essential practice is source verification, which involves ensuring that each reference originates from credible sources through methods such as cross-referencing with the National Library catalog. This practice enhances the credibility of bibliographic entries and provides users with a reliable foundation for their research. By allowing users to verify the authenticity and accuracy of the information presented, librarians can foster trust in the resources provided. Utilizing established resources like the National Library catalog also keeps librarians updated on the latest publications and standards in bibliographic management, thereby improving service quality and user satisfaction. Additionally, systematic cross-referencing enables librarians to identify gaps in their collections, informing future acquisitions that align with user needs (Wicaksono & Bunga, 2021; Wicaksono, 2016).

Training and workshops play a vital role in equipping library staff with the necessary skills for effective bibliographic monitoring. Engaging in educational opportunities allows librarians to stay abreast of the latest tools and techniques in bibliographic management, which directly contributes to improved service delivery. Ongoing training fosters a culture of continuous improvement, enabling librarians to adapt to evolving user needs and technological advancements (Julianti, 2023; Supriati, 2024; Syaljumairi et al., 2024). This commitment to professional development enhances individual competencies while strengthening the library's overall capacity to provide high-quality information services, ultimately leading to greater user satisfaction.

Furthermore, team collaboration is essential for minimizing errors in bibliographic supervision. Prioritizing mutual knowledge sharing among team members fosters an environment where insights and best practices are readily exchanged. By collaborating effectively, librarians and technical staff can leverage each other's strengths and expertise to ensure that all aspects of bibliographic management are thoroughly vetted and aligned with established standards. Regular team meetings facilitate the identification of common challenges, allowing staff to develop collective strategies for overcoming obstacles and enhancing service quality. This commitment to collaboration not only minimizes errors but also promotes a culture of ongoing development and quality improvement within the library (Istiana, 2016; Johan et al., 2020). Active involvement in responding to user feedback allows libraries to implement targeted training programs to address identified knowledge and skills gaps, so that excellent service will be realized and cover all the needs of the users themselves (Rifngati, 2016; Ruhukail & Koerniawati, 2021). Therefore, it will lead to more effective use of

the SLiMS application and improved overall service quality.

In conclusion, collaboration among librarians from various institutions can further enhance bibliographic monitoring practices by sharing information on best practices and innovative strategies. This collaborative effort fosters a sense of community among library professionals while pooling resources and expertise to address common challenges effectively. Such partnerships can lead to joint training sessions that allow staff to learn from each other's experiences and adapt successful techniques within their own environments. Ultimately, these combined efforts contribute to more efficient information retrieval processes and better service delivery for library users across different institutions.

4. CONCLUSION

The library, as the heart of the educational institution, serves not only higher education but also supports a wide range of learning and research needs across various educational levels, greatly supports the academic community in learning, research, and community service. By maximizing the features of SLiMS, which is continuously evolving, the library's routine bibliographic activities and processing of library materials can streamline repetitive tasks and improve time efficiency. This leads to faster retrieval processes and quicker availability of collections for users.

The previous recommendations for bibliographic updates had not been implemented until now. The author will take the initiative to carry them out by establishing a systematic process for periodic bibliographic updates. This effort will be officially organized and led by one of the librarians from the central library, who will oversee the project. The team will include staff members from the reading rooms, ensuring collaboration and shared responsibility in maintaining accurate and up-to-date bibliographic records.

This approach aims to enhance the quality of library services and improve access to relevant information for users. Additionally, regular reporting of the update results to the head of the UPT Universitas Negeri Surabaya Library represents a concrete step toward enhancing bibliographic supervision. This structured approach not only ensures accountability in the updating process but also fosters a collaborative environment where all team members are actively involved in improving bibliographic accuracy. By establishing clear timelines and responsibilities for these updates, the library can enhance its service delivery, ensuring that users have timely access to relevant and accurate information. Moreover, this initiative reflects a commitment to continuous improvement in library practices, ultimately contributing to higher user satisfaction and better support for academic endeavors.

5. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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