

Abstract

Telkom Open Library is a new information system that is used as a digital library by Telkom University after each faculty at Telkom University has a digital library respectively. Generally digital library on the university's website has the same goal which is to provide information, but the quality provided by each website is different. It is important for the management of the library to find out the expectations of users as a function of the digital library website which provides the scientific and educational information. It is necessary to conduct an evaluation of the quality of the website based on user-oriented or refer to the user's perception to better determine the level of satisfaction and expectations of digital library website Telkom University users .

Quality of Telkom University digital library based on user perception can be measured using WebQual 4.0 method since WebQual 4.0 as the most appropriate method to determine the quality of a website that is based on feedback from the user or based on user perception. WebQual 4.0 is a method of evaluation which refers to the perception of users. Then the results of WebQual 4.0 will be analyzed using methods Importance Performance Analysis. With this method of evaluation results using WebQual 4.0 will be mapped into four quadrants based on the level of performance and the importance of each attribute. Of the four quadrants will be known parameters of the digital library anywhere Telkom University unsatisfactory for users to then be given recommendations for improvements.

Keywords: *digital library, quality, webqual, importance performance analysis*