ABSTRACT

This study analysis the quality of service of IT Telkom Library base on the LibQUAL^{+TM} criteria which is represented by affect of service, information control, and library as place. The impact of each dimension is then tested to the perceived service value so the benefit value felt by IT Telkom student upon library services is known.

Overall, the quality of services provided by IT Telkom Library is still poor. This can be seen from the average value of student perceptions; 4.33 for expectation level and 3.23 for performance levels, which is resulting a negative gap of -1.10. The biggest gap of the service quality is on the information control (-1.24). Meanwhile, base on the impact testing, information control is the only one dimension which affects to perceived service value. Thus, IT Telkom Library needs to pay attention to the information control dimension in giving the services without ignoring the affect of service and the library as place dimensions because both of them are not considered optimal in providing benefits to student. From the measurement of LibQUAL^{+TM} and the influence of the test, recommendation then can be arranged to improve the service quality in IT Telkom Library.

Key Word   : Libqual^{+TM}, library service quality, perceived service value