ABSTRACT

The library is a part of a building or building that is used to store books and other publications that can be stored in a special arrangement for readers to use and not for sale. (Syihabuddin, 2007: 287). tasks (mandatory) that must be carried out by high libraries to develop collections, process and maintain library materials, provide services, and manage library administration (Soeatminah, 2004: 3). The Telkom University Open Library is a library that was established to support learning activities outside the lecture schedule. The Telkom University Open Library is a knowledge center supported by digital information technology and modern facilities. In carrying out its operations, the concept of "Open Library" is supported by the development of digital library system information technology, to continuously improve services, databases, and library collections. To improve the quality of online services in the Telkom Open library, research was conducted based on the E-SERVQUAL method. To determine the importance of the level of customer satisfaction using the Kano method. In this study there were 24 attributes for Open Library service needs, 9 were strong attributes. Based on the results of the study, a total of 15 attributes need to be improved to improve the quality of online services at the Telkom University Open Library.

Keywords :Library, service quality, Electronic Service Quality, Kano