ABSTRACT

Telkom's library book trolley is a tool to help visitors and librarians returning and the shelving books. There are still many complaints from the visitors about the library environment which is untidy and some discrepanciesy between the information about book's availability on the website and on the bookshelf. In addition, there are complaints from librarians about the visitor's habit which is not follow the guidelince in the process of returning books and existing trolley books are small and difficult to control. The purpose of this study is to develop the design of Telkom library book trolley in accordance with the wishes of users using User Centered Design method as a concept to determine the design of Telkom's library book trolley parameters. Survey was conducted to identify user criteria and statistical analysis was used to test the developed hypotheses. The results of this study are the design of Telkom library book trolley parameters that can represent the wishes of users and present Effective, Safe, Healthy, Comfortable, and Efficient designs (EASNE).

Key words : *User Centered Design, Telkom's library book trolley, Effective, Safe, Healthy, Comfortable, Efficient*