



## The Quality of Service at the International Corner in the Library of Universitas Muhammadiyah Sumatera Utara (UMSU) Based on the LibQUAL Model

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### ABSTRACT

This study aims to evaluate the service quality of the International Corner at the University of Muhammadiyah North Sumatra Library using the LibQUAL model. A quantitative descriptive method was applied with three dimensions of assessment: Affect of Service, Information Control, and Library as Place. Data were gathered through questionnaires distributed to 99 respondents and analyzed using Adequacy Gap (AG) and Superiority Gap (SG) values. Findings show that the average perception score (3.31) is above the minimum expectation (3.19) but below the ideal expectation (3.97). The Library as Place dimension achieved the highest performance (AG = +2.00; SG = +0.66), indicating user satisfaction with the environment and facilities. The Affect of Service dimension showed a positive AG (+0.43) but a slightly negative SG (-0.06), suggesting the need for improved librarian responsiveness. Meanwhile, the Information Control dimension had the lowest scores (AG = -1.41; SG = -2.16), indicating challenges in accessing international information resources. Overall, while the services meet users' basic needs, enhancements in information access and staff support are essential to meet ideal expectations and better support academic activities and the university's internationalization goals.

## 1. Introduction

University libraries play a very important role in supporting students' academic activities. One of the innovations that have developed in library services is the establishment of "corners" or reading nooks that provide access to various information sources that are more specific and oriented towards the needs of library users. One example is the International Corner, which is part of the library services in several universities in Indonesia (Prasetya & Rachmawati, 2024). The International Corner service at the Universitas Muhammadiyah Sumatera Utara (UMSU) Library includes several sub-services, namely the Japan Corner, Chinese Corner, India Corner, and French Corner. Each corner provides collections and information resources relevant to their respective countries, aiming to broaden the

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patrons' understanding of the culture, language, and academic and professional opportunities available in those countries.

International Corner at the Library of Universitas Muhammadiyah Sumatera Utara (UMSU) is a special collection developed through cooperation or partnerships with various foreign institutions, aimed at expanding access to international literature and supporting the information needs of the academic community. This service is part of the library collection development strategy aimed at providing access to international information and ensuring that the library collection remains relevant to the needs of its users. Through global partnerships, the International Corner has become one of the strategies for enriching the library collection without fully relying on the internal budget, while also responding to the demands of information globalization.

Although it has a strategic function as an international information and cultural center, the existence of this service has not yet received much in-depth evaluation regarding its service quality. Most previous research has focused more on other corner service aspects, such as the BI Corner in the UMSU library, which was found to have issues with access and collection variety (Safitri & Yasmin, 2024). And, the International Corner also has the same potential to be researched, as it provides a collection based on international cooperation that can support academic needs.

Therefore, it is necessary to further highlight the quality of services at the International Corner so that its contribution to enriching reference sources can be understood, as well as to optimize collection development strategies to better meet the needs and expectations of users. Another study also discusses library cooperation, such as research at the Library of the Bandung Institute of Technology (ITB) with the United States Embassy in meeting recreational needs through the American Corner (Prasetya & Rachmawati, 2024), but this is more focused on the cooperation process and collection procurement without evaluating the quality of its services.

To analyze the quality of library services, one of the methods that can be used is Library Quality (LibQUAL). This model measures three main dimensions in library services, namely:

1. **Affect of Service (AS)**  
This dimension measures the ability and attitude of librarians in serving patrons, including empathy, responsiveness, assurance and reliability.
  2. **Information Control (IC)**  
This dimension measures the ease of access for library users to the collections and information available in the library, including the completeness of the collections.
  3. **Library as Place (LP)**  
This dimension focuses on the facilities and comfort of the library environment for users, including the comfort of reading rooms and supporting facilities such as discussion rooms.
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LibQUAL is a library service quality evaluation method developed by the Association of Research Libraries (ARL) in collaboration with Texas A&M University since 1999. This method is widely used in various countries because it provides a valid and reliable measurement tool for assessing services based on user perceptions. The quality of library services can be measured by identifying the gap between user expectations and the services actually received. In this context, user perception of the services received heavily depends on their expectations. If the service received is better than expected, then the service is considered high quality. Conversely, if the service received is below expectations, then the service is categorized as poor. Therefore, the LibQUAL approach can provide an opportunity for library users to indicate which parts of the library services need improvement, allowing the library to respond more effectively and manage user expectations.

Several studies show that libraries implementing the LibQUAL model experience an improvement in service quality (Pandapotan, 2024), but there remains a gap between user expectations and the services received, particularly in the aspects of collection accessibility and librarian interaction. Then, research conducted by Sayekti et al., (2021) at the UINSU Library found that the dimension "Library as Place" plays an important role in increasing user satisfaction, but the aspect of information accessibility still needs to be improved. Another study conducted by Barfi et al., (2023) at the University of Cape Coast Library, Ghana, also found that the information control dimension has not yet met the optimal satisfaction level.

From previous research that has measured library service quality using the LibQUAL method, it shows that continuous evaluation is very important to ensure that library services remain relevant and meet user needs. Therefore, further research is needed that specifically measures the quality of services at the International Corner in the UMSU Library using the same method, in order to see to what extent this service can meet academic needs. Based on the background that has been outlined, the formulation of the problem in this research is: How is the quality of service at the International Corner in the Library of Universitas Muhammadiyah Sumatera Utara (UMSU) reviewed based on the LibQUAL Model, which includes three main dimensions, namely Affect of Service, Information Control, and Library as Place?

This research aims to evaluate and develop the quality of services at the International Corner in the UMSU Library. The results of this study are expected to provide strategic input for the library in improving service quality, supporting users in the optimal utilization of information sources, and offering insights for librarians in their efforts to enhance service.

## **2. Methodology**

This research uses a quantitative descriptive method with the LibQUAL (Library Quality) Model approach to assess and evaluate the quality of services at the International Corner in the Library of the University of Muhammadiyah North Sumatra (UMSU) based on three main dimensions, namely: Affect of Service (AS),

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Information Control (IC), and Library as Place (LP). In LibQUAL, service quality is defined as the difference between user expectations and their perception of the service received. Services are categorized as good quality if the perception score exceeds the expectation level. Conversely, if the perception score is below expectations, the service is considered to have not yet met the desired quality standards. To measure service quality, LibQUAL uses the formula below as a basis to identify the strengths and weaknesses of library services (Association of Research Libraries, 2024).

$$\text{Adequacy Gap (AG)} = \text{Perception} - \text{Minimum Expectations}$$

Adequacy Gap (AG) is the difference value obtained from perception minus minimum expectation. If the AG value is positive, it indicates that the user feels "satisfied enough" because the service received exceeds the minimum expected threshold, with perception > minimum expectation. Conversely, if the AG value is negative, it means that the service has not yet met the minimum standard expected by the user.

$$\text{Superiority Gap (SG)} = \text{Perception} - \text{Desired Expectations}$$

Superiority Gap (SG) is the difference value obtained from perception minus ideal expectation. A positive SG value indicates that the service provided exceeds the ideal expectation. However, if the SG value is negative, with perception < Desired expectation, then the service has not yet reached the level of service idealized by the users. The population in this study consists of 6,429 active library members. The sample was determined using the Slovin formula with a margin of error of 10%, resulting in 99 respondents who are considered to represent the population.

Data collection was conducted through a questionnaire based on the LibQUAL model using Google Forms. This questionnaire consists of three main dimensions, which include Affect of Service (AS), Information Control (IC), and Library as Place (LP), each with its respective indicators. Respondents were asked to evaluate the services of the International Corner at the UMSU Library based on three rating scales, namely:

1. Minimum Expectation, which is the lowest level of service that is still acceptable to the library users.
2. Desired Expectation, which is the level of service most hoped for by the library users.
3. Perception, which is the level of service that is truly received and felt by the library users.

The three aspects were measured using a 1-5 Likert scale, where the number 1 represents the lowest level of service, and the number 5 indicates the highest level of service.

Data were analyzed using the Statistical Package for the Social Sciences (SPSS) software to conduct validity and reliability tests. Validity testing functions to ensure that an instrument is truly capable of measuring what it is supposed to measure

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(Darma, 2021). The Reliability Test is conducted using Cronbach's Alpha to ensure that each questionnaire item consistently measures the desired aspect. The data collected from the questionnaire will be recapitulated in Microsoft Excel to facilitate further processing and analysis. Next, the recapped data will be calculated using the Adequacy Gap (AG) and Superiority Gap (SG) to identify the gap between user expectations and perceptions. The results of this analysis are then presented in the form of tables and diagrams to visualize the findings on the three dimensions of LibQUAL, namely Affect of Service, Information Control, and Library as Place, as a basis for service improvement recommendations.

### 3. Results and Discussion

#### *Validity Test*

To determine the feasibility of the questionnaire items, a validity test was conducted on 40 respondents using Pearson Product Moment correlation analysis. The table value of  $r$  was obtained based on the degree of freedom ( $df = n - 2 = 40 - 2 = 38$ ), which is 0.413 at a significance level of 10%. An item is considered valid if the calculated  $r$  value is greater than the table  $r$  value. The validity test results show that all items in the three dimensions of LibQUAL, namely Affect of Service, Information Control, and Library as Place, have a calculated  $r$  value  $>$  table  $r$  value (calculated  $r$  value  $>$  0.413). Thus, all items are declared valid and suitable for use in this study, as shown in Table 1.

Table 1. Validity Test Results

Indicator	Items	P	r-count		r-table	Remark
			ME	DE		
Affect of Service	AS-1	0,469	0,441	0,466	0,413	Valid
	AS-2	0,435	0,530	0,602	0,413	Valid
	AS-3	0,579	0,564	0,521	0,413	Valid
	AS-4	0,428	0,635	0,499	0,413	Valid
Information Control	AS-5	0,434	0,582	0,533	0,413	Valid
	AS-6	0,473	0,617	0,563	0,413	Valid
	AS-7	0,416	0,596	0,593	0,413	Valid
	AS-8	0,435	0,562	0,615	0,413	Valid
	AS-9	0,446	0,553	0,453	0,413	Valid
	IC-1	0,454	0,670	0,698	0,413	Valid
	IC-2	0,424	0,560	0,693	0,413	Valid
	IC-3	0,420	0,708	0,654	0,413	Valid
	IC-4	0,413	0,628	0,611	0,413	Valid
Library as Place	IC-5	0,647	0,688	0,760	0,413	Valid
	IC-6	0,699	0,726	0,693	0,413	Valid
	IC-7	0,663	0,717	0,611	0,413	Valid
	IC-8	0,444	0,614	0,683	0,413	Valid
	LP-1	0,645	0,598	0,577	0,413	Valid
Library as Place	LP-2	0,631	0,591	0,546	0,413	Valid
	LP-3	0,593	0,487	0,553	0,413	Valid
	LP-4	0,527	0,437	0,537	0,413	Valid
	LP-5	0,582	0,514	0,506	0,413	Valid

### ***Reliability Test***

To determine the reliability level of the research instrument, a reliability test was conducted using the Cronbach's Alpha technique. This test aims to measure the consistency of an instrument, specifically how well each questionnaire item is related to each other and consistently measures the same thing. According to Sugiyono (2017), an instrument is said to be reliable if it has a Cronbach's Alpha value of more than 0.60. Based on the SPSS output, a Cronbach's Alpha value of 0.967 was obtained from a total of 66 statement items. This value falls into the very high category, indicating that the instrument used in this study is consistent and reliable for measuring the variables under investigation, as shown in Table 2.

Table 2. Reliability Test Results

<b>Cronbach's Alpha</b>	<b>N of Items</b>	<b>Category</b>
0,967	66	Very Reliable

### ***Overall Quality of Service at the International Corner of the UMSU Library***

To provide an overview of patrons' perceptions and expectations regarding the International Corner service, the average scores for each service dimension based on the collected questionnaire responses are presented in Table 3. The table shows that patrons' perceptions of the International Corner service vary across each dimension. The dimension Library as Place has the highest perception score (P), which is 4.47, indicating that users are very satisfied with the comfort and physical facilities of the service area. Meanwhile, the Information Control dimension received the lowest perception score, which is 2.23, indicating that users still find it difficult to access or obtain the information they need. As for the Affect of Service dimension, it received a score of 3.62, indicating that the librarians' service was rated quite well by the users, although it is not yet fully optimal.

Table 3. Average Score per-Dimension

<b>Dimension</b>	<b>Perceptions (P)</b>	<b>Minimum Expectations (ME)</b>	<b>Desired Expectations (DE)</b>
Affect of Service	3,62	3,19	3,68
Information Control	2,23	3,64	4,39
<i>Library as Place</i>	4,47	2,47	3,81
<b>Total</b>	<b>3,31</b>	<b>3,19</b>	<b>3,97</b>

Then, data visualization is needed to clarify the comparison of the average values of the three types of assessments, namely perception, minimum expectation, and ideal expectation. Figure 1 presents this comparison based on each service dimension. It is clear that Library as Place has the highest perception, even exceeding the ideal expectations, while Information Control lags far behind both types of expectations, indicating the need for significant improvement in that aspect.

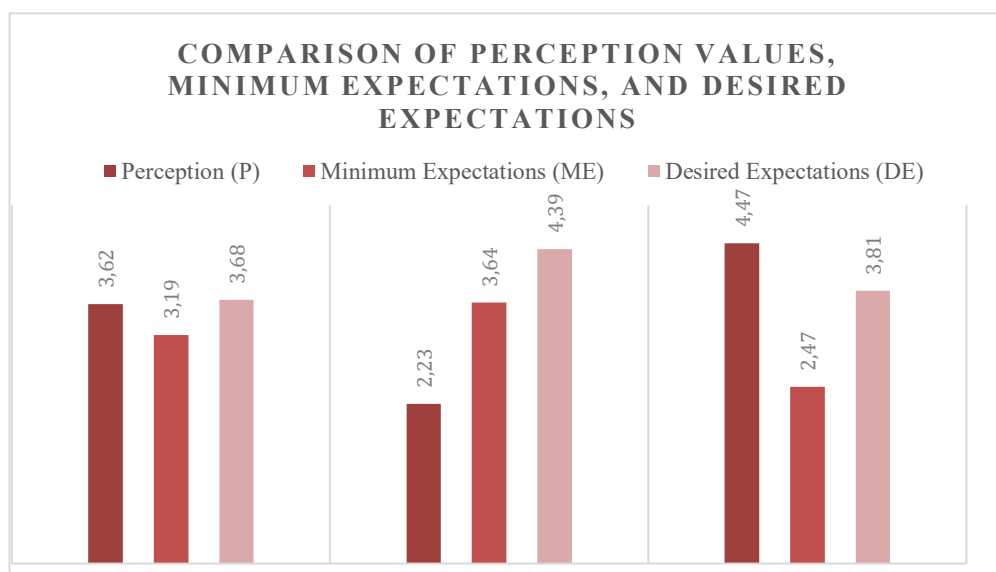


Figure 1. Comparison of Perception Values, Minimum Expectations, and Desired Expectations per Dimension

To see the extent to which the service has met or not met the patrons' expectations, a gap analysis between perception and expectation was conducted. The average scores of each dimension is presented in the following Table 4.

Table 4. Overall Service Quality Score of the International Corner

P	ME	DE	AG	SG
3,31	3,19	3,97	0,12	-0,66

From the table above, it can be seen that the average perception of library users towards the quality of the International Corner service is 3.31. This value is slightly higher than the minimum expectation of 3.19, but still below the desired expectation (IE) of 3.97. This indicates that the service has met the basic threshold of user satisfaction, but has not yet reached the truly ideal level of service in the eyes of the users. This condition describes that the library users feel sufficiently satisfied, but not very satisfied. This means that the services received are considered "sufficient" and are perceived to be functioning as they should, but they do not fully meet their needs to the maximum extent. This poses a serious challenge for the International Corner, not only to maintain the existing services but also to develop innovations that can meet the ideal expectations of the users.

Then, there is a positive gap obtained from the Adequacy Gap (AG) between perception and minimum expectations of 0.12, indicating that overall, the International Corner service is already in the acceptable category for users. However, there is a negative gap from the Superiority Gap (SG) between perception and Desired expectations of -0.66, which signals that there is still room for improvement that needs to be addressed, particularly in efforts to meet users' ideal expectations of the International Corner service.

Overall, these results reflect that although the International Corner services have met the basic needs of users, an improvement in service quality is still necessary to approach the ideal standards desired by users. This can serve as a basis for continuous evaluation and improvement for the management of the International Corner services. To obtain a more in-depth understanding of the quality of the services provided, the subsequent analysis focuses on each dimension of service based on the LibQUAL model, namely Affect of Service, Information Control, and Library as Place.

### ***The Quality of Service at International Corner Based on the Dimension of Affect of Service (AS)***

The Affect of Service dimension describes the extent to which users assess the quality of service provided by librarians, which includes aspects of empathy, responsiveness, assurance, and reliability. The assessment results based on perception, minimum expectations, and desired expectations, as well as the Adequacy Gap (AG) and Superiority Gap (SG) values, are presented in Table 5 below.

Table 5. Service Quality Score International Corner Dimension Affect of Service

<b>Affect of Service</b>				
<b>P</b>	<b>ME</b>	<b>DE</b>	<b>AG</b>	<b>SG</b>
3,62	3,19	3,68	0,43	-0,06

Based on the table above in the dimension of Affect of Service, the perception (P) of users towards the services provided by the librarians at the International Corner received an average score of 3.62. This is slightly above the minimum expectation of 3.19 but still below the desired expectation of 3.68, with AG = 0.43 and SG = -0.06. This means that the service provided by the librarian is sufficient in meeting the basic expectations of users, but has not yet fully reached the ideal level. The positive AG value indicates that the librarian is considered to have provided fairly good service, exceeding the minimum acceptable level for users. It means that users feel quite satisfied because the services provided by librarians are considered friendly, helpful, and responsive in providing information, at least in line with their basic expectations. This service is considered adequate and acceptable, thus capable of creating a sense of comfort and trust for users when interacting with librarians.

However, the slightly negative SG value indicates that the librarian services are rated as good, but they have not yet fully achieved the ideal service quality in the eyes of the users. One important aspect highlighted in this finding is that the lowest perception value in this dimension is found in the statement regarding the aspect of Empathy, which refers to providing individual attention to each library user. The lack of individual attention indicates that although librarians have generally provided friendly and helpful services, there is still a gap in building more personal relationships with library users. This is reinforced by a study conducted by Syafi'i and Masruri (2023) which states that empathy and the ability to listen well are very important in library information services. This means that the aspect of empathy in librarian services becomes a determining factor in building an emotional connection

between users and librarians. When librarians are able to provide individualized services and understand the needs of patrons, the level of user satisfaction and loyalty will significantly increase.

This is important to note because the aspect of empathy greatly contributes to creating meaningful and memorable service experiences. Librarians who can demonstrate personal care can enhance users' trust and loyalty towards library services. Therefore, the management of the International Corner is advised to provide training on interpersonal communication skills for librarians, as well as to encourage a more personal and proactive service approach. With the improvement in the aspect of empathy, it is expected that the perception value towards the Affect of Service dimension can increase, approaching or even exceeding the ideal expectations of users, and strengthening the image of librarians as information partners who are not only professional but also care about the needs of each user.

### ***The Quality of Service at International Corner Based on the Dimension of Information Control (IC)***

The Information Control dimension reflects the library's ability to provide easy, accurate, and relevant access to information sources needed by users. Aspects assessed in this dimension include ease of information search, adequacy of collections, and access to digital and international resources. The assessment results for this dimension are shown in Table 6

Table 6. Service Quality Score International Corner Dimension Information Control

<b>Information Control</b>				
<b>P</b>	<b>ME</b>	<b>DE</b>	<b>AG</b>	<b>SG</b>
2,23	3,64	4,39	-1,41	-2,16

Based on the obtained data, the perception value of library users towards services in this dimension is 2.23, much lower than the minimum expected value of 3.64. This results in an Adequacy Gap (AG) value of -1.41, indicating that the services received by library users do not yet meet their basic needs in accessing and utilizing information. Furthermore, when compared to the desired expectation (DE) which is at 4.39, a Superiority Gap (SG) value of -2.16 is obtained. This gap is very large and indicates that the service is far below the desired expectations held by users. Thus, the Information Control dimension becomes the aspect that most needs attention and thorough improvement. If not addressed promptly, this condition has the potential to diminish users' trust and interest in the overall existence of the International Corner.

This dimension includes aspects such as ease of accessing information, the completeness of the collection, and the availability of systems that assist users in finding the information sources they need. Based on field research, the collection available at the International Corner mostly consists of books or reading materials that discuss the cultures of various countries, such as Japan, China, India, and France. Although these materials are quite relevant in an international context, users

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often have difficulty finding, accessing, and understanding the contents of the collection.

One of the main obstacles encountered is that the descriptions or metadata in the OPAC (Online Public Access Catalog) still use the original language of the country of origin of the collection. For example, collections from Japan are displayed with Japanese text, as are collections from other countries displayed in their original languages. This becomes an obstacle for most users, especially those who do not master the language. As a result, even though the collection is actually available, users cannot find it effectively or are even unaware of its existence in the system. This condition also explains why the perception is so low. Users not only face limitations in the number of collections but also difficulties in navigating and utilizing the existing collections due to language barriers.

These findings align with the study by Xu & Cheng (2024), which emphasizes the importance of ease of access in realizing the right to information in libraries. They explain that differences in user abilities, such as in terms of knowledge or experience using services, can lead to uneven access to information. This can happen if there are no clear guidelines, making the information difficult to understand. In this context, barriers such as language constraints or the lack of usage guides for collections in the International Corner service can hinder access rights and information equality.

Additionally, Panahi et al. (2023) emphasize that users' perceptions of information control are greatly influenced by the extent to which the search and presentation systems can be accessed and understood by all user groups. This means that a system that is not inclusive and does not consider user limitations, such as language barriers, has the potential to reduce satisfaction and trust in library services. This is reinforced by Aditya's (2020) findings, which show that in the UIN North Sumatra Library, the low scores in the information control dimension are closely related to the users' limited knowledge of the library's website and the lack of assistance in accessing digital collections. Although electronic information sources are available, the lack of guidance and digital literacy causes the services to be underutilized by library users.

Thus, it can be concluded that language barriers, lack of usage guides, and limited understanding of the information retrieval system are real obstacles that directly impact user perception. Therefore, one important step that needs to be taken in the aspect of Information Control in the International Corner service is to provide translation features or at least metadata in Indonesian, so that the collection information becomes more inclusive and accessible to more users. Additionally, librarians can also provide guidance or mentoring services in accessing foreign collections, so that users who do not have foreign language skills can still make the most of the reading materials. With these steps, the International Corner can transform into a service that is not only functional but also excels in supporting global information access, in accordance with the needs of the academic community at Universitas Muhammadiyah Sumatera Utara.

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### ***The Quality of Service at International Corner Based on the Dimension of Library as Place (LP)***

The Library as Place dimension measures how users view the comfort, physical facilities, and atmosphere of the library environment as a place to study, discuss, and access information. This aspect includes cleanliness, availability of space, and quietness of the room. The average scores of this dimension are shown in Table 6 below.

Table 7. Service Quality Score International Corner Dimension Library as Place

<i>Library as Place</i>				
<b>P</b>	<b>ME</b>	<b>DE</b>	<b>AG</b>	<b>SG</b>
4,47	2,47	3,81	2,00	0,66

From the data obtained, the perception value (P) of users towards the physical service of the International Corner appears to be very high at 4.47. This figure far exceeds the minimum expectation (ME) of 2.47, resulting in an Adequacy Gap (AG) of 2.00. This significant difference indicates that the International Corner service area has significantly exceeded the basic expectations of the users. This means that the aspects of comfort and physical facilities have provided excellent satisfaction in meeting the basic needs of users. Meanwhile, when compared to the desired expectation (DE) of 3.81, the resulting Superiority Gap (SG) value is 0.66. This indicates that the users' perception even exceeds their desired expectations of the physical facilities of the International Corner. This achievement is an indicator of success in creating a service environment that supports learning, reading, and comfortably accessing international information.

Based on the observation results, the International Corner indeed has a quiet reading room, adequate lighting, well-maintained room tidiness, and facilities such as study tables, air conditioning, and internet access that support a conducive learning atmosphere. This condition reflects the importance of the quality of physical facilities in creating a comfortable and productive learning environment. According to Rahayuningsih (2015), in library services, comfortable and well-organized physical facilities are one of the important indicators in creating superior service quality. He stated that a clean, quiet, and well-organized library space will create a conducive learning atmosphere, as well as increase visitors' interest and satisfaction with library services.

These findings are also in line with the opinion of Sayekti et al. (2021), who emphasize that the physical environment of the library has a significant impact on user satisfaction and the effectiveness of the self-learning process. They found that ergonomic space arrangement, the availability of learning support facilities, and a comfortable atmosphere significantly contribute to creating a positive learning experience among students. This means that the presence of adequate physical facilities in the International Corner not only creates comfort but also provides a more enjoyable and productive learning experience for library users. The results of this study support the findings of Prasetyo and Ismiyati (2021) that library facilities influence user satisfaction. Therefore, the quality of the library space not only

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supports academic functions but also promotes the psychological well-being of users.

Success in this dimension also indicates that the managers of the International Corner have succeeded in creating a space that is not only functional but also comfortable for activities within it. Therefore, the management needs to consistently maintain the quality of the room's comfort to prevent a decline in the overall perception of the service. Thus, the success in the Library as Place dimension at the International Corner becomes an achievement that must be maintained, and it can even serve as a model for service improvement in other library areas. The management is advised to continue maintaining cleanliness, the ambiance of the space, and the completeness of the facilities. In addition, innovations in space management such as the addition of discussion zones, collaborative learning spaces, or relaxation areas can further strengthen the image of the International Corner as an inspiring and comfortable academic space for users.

#### **4. Conclusion**

Based on the research results, it can be concluded that the International Corner service at the UMSU Library has been able to meet the basic expectations of users. However, the service has not fully met the desired expectations, leaving room for improvement so that the quality of the service can be more optimal. Among the three dimensions analyzed in the LibQUAL model, the aspect of Library as Place showed the best performance. This emphasizes that comfortable space facilities are the most appreciated aspect by library users. Meanwhile, the Affect of Service dimension also shows that the library has provided quite good service, although there is still room for improvement in understanding user needs. On the other hand, Information Control became the dimension with the lowest performance, marked by a significant negative gap. This indicates that library users still face difficulties in searching for and accessing international information sources, both in terms of collection availability, search systems, and language barriers in using foreign catalogs or references.

The implication of these findings is the need for library managers to prioritize the improvement of services in the aspects of information management and the enhancement of librarian competencies. Access to international collections must be expanded, both in physical and digital forms, and accompanied by a user-friendly search system. On the other hand, efforts to maintain excellence in the physical aspect through the upkeep of study spaces in line with current academic trends also need to be carried out consistently. Thus, the International Corner is not only able to maintain its existing strengths but also to improve the quality of services evenly and sustainably across all dimensions, thereby meeting the expectations of users optimally and actively contributing to the internationalization of education within the UMSU environment.

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