CHAPTER I
INTRODUCTION

1.1   Background

A library is an important existence for students. Especially for an academic library that is often considered as the 'heart' of an organization or institution. Usually, the role of academic library is to act as information service and the source of knowledge material for its user (student, lecturer and all of the parties in university society). Based on IFLA (International Federation of Library Associations and Institution), library is collection of printed and non-printed material and/or information source from a computer that arranged systematically for its user need. Meanwhile, from the Indonesia dictionary or KBBI (*Kamus Besar Bahasa Indonesia*) Library come from '*pustaka*' mean book so library is collection of books (Basuki, 2003, p.5).

However, the meaning of library has been developed in accordance with its duties and functions. Based on that, the meaning of library became a place to store, manage and search information, where the information can be takeb int the form of printed reading material (books, journals and other types of printed reference) and electronic reading material (e-books, e-journal and other form of electronic reference) (Rahman, 2013, p.1). IFLA has divided library into 4. They are national library, public library, university library, school library and special library. Beside those types of library, there are 2 more types of library. They are regional library and book mobile. For university library and school library can also be grouped as academic library (Zahara, 2004, p.7).

As for the student, an academic library is an important existence in the areas of learning, teaching, research and service. The academic environment without a library can be described as a person without brain. It's undisputable that the existence of a library is determined by its user (Yusuf, 2010). In Ariomerebi (2016, p.7) state that state that conventional library lost its function because of modernism. It is easier to get information and its diverse of the source is

outstanding so that more people use electrical source of information Nowadays, people tend to browse the internet rather than screen through library shelves to find information they need. Thus, there are fewer visitors who want to visit library in the current time than in its glory days. To solve this problem, librarians must think harder to find a way so that library's existence stand firm (Ariomerebi, 2016, p.7). Moreover, library in university has visitors that are people who are interest in having more knowledge. It can be said that, having some standards are not only for university, but also library.

There are some institutions, known as National Library Republic of Indonesia and Association of College & Research Libraries (ACRL), which manage the standards of the library. Those standards are *Standar Nasional Indonesia Perpustakaan Perguruan Tinggi* (SNI 7330.2009) and *Standar Nasional Perpustakaan* (SNP 010:2011) for national standard. Another reference for a library in higher education is ISO 11620:2008 for international scale, also library in higher education can implement management quality system ISO 9001:2008 as international reference in order to get higher appealing point from visitors (Suparmo, 2012, p.51).

Based on letter by National Library Republic of Indonesia number 66/4.1.2/PPM.02/I.2016 on 13th January 2016 tell that library of Andalas University officially registered as grade A with 'very good' predicate. This became a new support for Andalas University that also already gain grade 'an' accreditation on January 2014. This result proves that library of Andalas University has already get a very good accomplishment and success in maintaining their existence. Head of library service section Mr.Yose Rizal said that, "Library of Andalas University really put their effort in this accreditation process. In the future we hope this library can achieve more such as international acknowledgement by using ISO as its standard."

It can be said that, library of Andalas University must maintain this accomplishment. It is not just to maintain this grade but if possible to achieve more by obtaining certified ISO as international standard. It is necessary to do so that current situation in compliance with future planning. In order to achieve those future planning librarians can do some activity such as performance assessment

(Azlan, 2012, p.2). As Ariomerebi (2016, p.7) said that for an institution, performance assessment is a set of activities or evaluation task on its goal, design, policy, project, program and implantation of all activities that are systematic and objective for internal and/or external side. The purpose of performance assessment is to gain knowledge about library's current situation.

The framework that is suitable with self-assessment tool is MBNQA (Malcolm Baldrige National Quality Award because MBNQA is the best management guidance for an organization in order to achieve high quality and world class certification.There are a number of tools for performance assessment. Some of them are for business or for-profit organization, there are also a number of development tools for non-profit organization in recent time (McGregor, 2004, p.17). The most common tool used for library assessment is LibQUAL+ that was developed from ServQUAL method by Association of Research Library (ARL). Other methods such as Focus Group Discussion (FGD), interview, balanced scorecard and also MBNQA (Malcolm Baldrige National Quality Award). Each tool has its superiority and shortage. Many librarians try to find more suitable tools to do a performance assessment so that the result can be more accurate (Baptista, 2008, p.2).

The library at Andalas University who already obtain 'very good' predicate in national scale is living up to SNI 7330.2009 and SNP 010:2011 evaluated by BAN-PT. It is needed to maintain its quality aside that, the future purpose or target is to be certified ISO as in ISO 11620 for international scale. Thus, to get both standard achieved and maintained, it is need to design a new self-assessment tool for the purpose of quality assurance.

Malcolm Baldrige National Quality Award (MBNQA) was envisioned as a standard of excellence that would help U.S organization achieve world-class quality. Malcolm baldrige criteria have been accepted widely around the world as a standard for performance excellence. The baldrige criteria for performance excellence are a comprehensive management framework that can be used to improve overall performance. This framework can give leaders all internal and external understanding of its organization to do the right thing, at the right time and in the right way.

Based on those reasons above, researcher thinks that it is need to design a self-assessment tool for quality assurance and do a performance assessment at the library of Andalas University using designed tool. This new of design self-assessment tool is using the MBNQA framework adopting ISO 11620 and national accreditation standard of Indonesian library indicators.

1.2   Problem Formulation

Problem formulation in this research is how to design a self-assessment tool for library performance at Andalas University library using MBNQA framework with adapting ISO 11620 and national library accreditation standard.

1.3   Research Objectives

The Objective of this research is designing a self-assessment tool for library performance at Andalas University library.

1.4   The Scope of Research

The scope of this research is as follows:
1. The object for performance assessment is the central library of Andalas University.
2. Self-assessment tool designed is combining indicators between ISO 11620 and Indonesian library accreditation standard with adapting MBNQA framework.

1.5   Outline of Report

The outline of this research report id diveded into 6 chapter, they are:

CHAPTER I   INTRODUCTION

This chapter contains introduction, problem formulation, objective, limitation and assumption, and systematic writing in the research.

CHAPTER II   LITERATURE REVIEW

The contents of this chapter are all theories and information that relate with the research, also as foundation to help and support in solving the problem in this research.

CHAPTER III   RESEARCH METHODOLOGY

This chapter contains the method in solving the problem of this research that consist of at collecting data, step or process that need to be done and also what need to be analyzed. All of them are pictures in flowchart of research methodology.

CHAPTER IV   DESIGNING SELF-ASSESSMENT TOOL

This chapter contains the process for designing self-assessment tool for library performance that consist the step that already explained in chapter 3 before and also analysis from this research.

CHAPTER V   ANALYSIS

This chapter contains the analysis about designing self-assessment tool.

CHAPTER VI   CLOSING

This chapter contains the conclusion from this research and suggestion for future research on this topic.