

Optimizing SLiMS 8 Acacia to Improve Service Quality: A Case Study at UIN Fatmawati Sukarno Bengkulu Library

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Abstract: This study analyzed how to optimize SLiMS 8 Acacia in improving the quality of library services at Universitas Islam Negeri (UIN) Fatmawati Sukarno Bengkulu and analyze the factors that hinder the optimization. This research is qualitative research using interview, observation and documentation methods. The results show that the optimization of the use of SLiMS 8 Acacia has been carried out through the establishment of clear service objectives, the development of additional features, and the integration of the system with user needs. These efforts have been proven to improve the quality of library services, especially in terms of ease of access to information, efficiency of collection management, and improvement of users' digital literacy. In addition, SLiMS-based services are considered quite good when viewed from five service quality indicators, namely appearance, reliability, responsiveness, certainty, and empathy for the needs of the librarian. Some of the obstacles faced include limited technology infrastructure, lack of competent human resources in technical/IT terms, uneven levels of technology literacy among users, and technical obstacles related to data migration and integration from previous systems.

Keywords: Library Services, SLiMS 8 Acacia, System Optimization

A. Introduction

The development of information technology has driven the transformation of library services from manual systems to digital-based automation. One of the automation systems that is widely used in Indonesia is SLiMS (Senayan Library Management System), which serves to facilitate the process of managing collections, searching for information, and circulation services more efficiently. This system is utilized by different types of libraries, including schools, universities, and public libraries. (Wicaksono, 2022). SLiMS is a software-based Web which is Open source, designed to meet the automation needs of libraries of all sizes, both small and large. With a comprehensive range of features and continuous development, SLiMS can be utilized by libraries that have large collections, users, and workforce, both in separate environments, local networks (intranets), and on the internet (Ayu & Gonydjaja, 2020).

In recent years, SLiMS version 8 Acacia has been implemented in various institutions to improve library services. The system offers excellent features such as digital collection management, automation of circulation services, and integration with search-based systems Web. In the context of Universitas Islam Negeri (UIN) Fatmawati Soekarno Bengkulu, SLiMS 8 Acacia has been used as a library automation system since 2019 (MFA, 2025). In addition to improving the quality of OPAC services, SLiMS 8 Acacia has a wider potential to be optimized in improving various services at the UIN Fatmawati Sukarno Bengkulu Library.

Previous studies on SLiMS 8 Acacia have generally focused on the technical aspects of implementation, while research has linked the development of automation systems to improving service quality based on five service dimensions (Tangibles, reliability, responsiveness, assurance, and empathy) is still rarely done, especially at UIN Fatmawati Sukarno Bengkulu. According to recent research, the Tangibles, Reliability, Responsiveness, Assurance, and Empathy It is still a solid framework for evaluating library services, but it needs to be adapted to technological developments. In the context of library automation, particularly with the implementation of systems such as Acacia's SLiMS 8, these five dimensions have a more modern interpretation (Wicaksono, 2022).

This research aims to fill in the gap by analyzing how SLiMS 8 Acacia can be optimized so that library services can improve. This research is considered important to be carried out for the library of UIN Fatmawati Bengkulu and system managers because it can make a significant contribution in improving the quality of library services through the optimization of SLiMS 8 Akasia. The use of the SLiMS feature, if done optimally, will have a positive impact on improving the quality of library services according to Parasuraman, Zeithaml, & Berry in the SERVQUAL dimension which includes tangibles, reliability, responsiveness, assurance, and empathy (Rodin, 2015).

The novelty of this study is to examine the optimization of SLiMS 8 Acacia not only from a technical perspective, but also in relation to the five dimensions of library service quality. This research also maps obstacles and formulates a more comprehensive SLiMS development strategy through gradual resource management. The research contribution is expected to provide a basis for the development of technology-based services in university libraries, as well as provide strategic recommendations for the integration of automation with academic services. Based on this description, the questions of this research are: 1) How are the efforts to optimize SLiMS 8 Acacia to improve library services at Fatmawati Soekarno State Islamic University Bengkulu? 2) What are the factors that hinder the optimization of the use of SLiMS 8 Acacia in the library of the Fatmawati Soekarno State Islamic University Bengkulu?

B. Methods

This study is qualitative research with a descriptive approach. The qualitative method was chosen because it aims to explore an understanding of the phenomenon in detail and in an appropriate context based on the views of the participants. Regarding the problem, this research is classified as descriptive qualitative research, which is a form of research in which data, mainly, is obtained through in-depth interview techniques and direct observation. The collected data is then processed, presented in various formats, and evaluated. Data evaluation is complemented by an in-depth, clear, and detailed argumentative analysis. This opinion is reinforced by several theories for verification and justification purposes. This argumentative analysis ends with a conclusion about the topic that has been discussed. Descriptive qualitative research can be purely descriptive, but it can also have an evaluative descriptive nature. (Muslimin, et al., 2023).

This research applies a case study method, which aims to explore in depth the phenomenon or occurrence that takes place in daily life situations. According to Sugiyono, a case study is an investigation of the subject's condition related to a specific phase or unique aspect, which is explored in an in-depth and careful way. In this context, the case studied is an effort to improve the quality of service of the UIN Fatmawati Sukarno Bengkulu Library through optimizing the SLiMS 8 Acacia system (Sugiyono, 2017) based on five dimensions of service (tangibles, reliability, responsiveness, assurance, and empathy). This study aims to describe and explain in depth the process of optimizing the use of SLiMS 8 Acacia in improving the quality of services at the UIN Fatmawati Sukarno Bengkulu Library.

The sampling techniques used are purposive sampling. Purposive sampling According to Sugiyono, "Sampling of data sources with certain considerations. This technique was chosen because this research requires respondents who have special knowledge and experience related to the system being studied, so that they can provide in-depth and relevant information. The criteria used to select respondents from the library aspect were staff directly involved in the operations of SLiMS 8 Acacia, such as circulation and procurement, as well as librarians who manage the automation system and have worked in the library for at least one year to ensure a comprehensive experience. Meanwhile, from the user aspect, it is a student of UIN Fatmawati Sukarno Bengkulu who actively uses library services, especially the collection search feature (OPAC) and circulation that is integrated with SLiMS 8 Akasia. Resource persons must also be volunteers and give permission to be interviewed. Of the 10 librarians in the library of UIN Fatmawati Sukarno Bengkulu, the researcher took 5 librarians as resource persons. This is because not all parties are expected to be interviewed at a certain time (according to the research schedule), due to busy schedules or limited time. To address this, the researcher adjusted the interview time to the interviewer's schedule, as well as expanding the reach of respondents to other parties who had similar involvement. The next resource person

is a student, students are used as resource persons because they are direct users of SLiMS 8 Akasia-based library services. Selected students have real experience using SLiMS 8 Acacia, 5 active students who often use library services (Sugiyono, 2017).

The research instruments used are interview guidelines used to dig up information from sources, observation guidelines and documentation. The steps taken in data collection are as follows: 1) Interview, the researcher starts the interview method by preparing a list of questions. The list of questions for students is based on 5 indicators of service quality, namely (Suryani, Risnita, & Jailan, 2023) tangibles, reliability, responsiveness, assurance, and empathy. Meanwhile, the list of questions for librarians is based on 3 optimization indicators, namely objectives, alternative decisions and limited resources. The researcher also prepared documentation tools in the form of field notebooks and voice recorders on mobile phones. In addition, the researcher confirmed the schedule with the informant. On the scheduled day, the researcher came to the library and was greeted by the officers. 2) Observation, before entering the field, the researcher determines the aspects to be observed, namely: the use of SLiMS 8 Acacia in daily services (Features, loan services, return services, collection search through OPAC), services provided to users, and physical facilities and infrastructure that support library services. 3) Documentation, the researcher first identifies the type of documents needed according to the focus of the research. These documents include the library's annual reports, borrowing and visitor statistics generated from SLiMS, OPAC usage guides, and other supporting documents related to library service policies. Once the list of documents is determined, the researcher asks for the library's permission to study and document the data.

The model developed by Miles and Huberman was applied in the data processing in this study. The analysis process consists of three important parts: data condensation, data display, and conclusions drawn. (1) Data condensation, researchers sort, reduce, and focus data obtained from interviews, observations, and documentation; (2) Data display, After the data is compacted, the researcher presents the data in an organized form so that the relationship between information can be seen more clearly. Data are presented in the form of descriptive narratives, summary tables, and thematic matrices; and (3) Draw conclusions, at this stage, the researcher interprets the meaning of the data that has been presented to answer the formulation of the research problem (Miles, Huberman, & Saldana, 2018).

C. Results and Discussion

Optimizing the library automation system is one of the important strategies in improving the quality of information services, especially in the digital era that demands efficiency, speed, and ease of access. SLiMS 8 Acacia as one of the library automation systems open-source has been adopted by UIN Fatmawati Sukarno Bengkulu, in order to strengthen the transformation of technology-based services. However, implementing a system is not enough just by activating the available

features. Optimization is required so that the system really functions optimally and answers the needs of users effectively. Optimization includes three main elements, namely: clear goal setting, selection of appropriate decision alternatives, and efficient management of limited resources. These three aspects must be balanced so that the automation system is not only present technically, but also has an impact on improving service quality (Wulandani, Amallia, & Yusra, 2022).

Goals are one of the main elements in the optimization process, as they are the basis for the direction of decision-making and system management. In the context of the use of SLiMS 8 Acacia in the library of UIN Fatmawati Sukarno Bengkulu, the results of the study show that the library has a fairly clear goal in implementing and developing this automation system. Based on the results of interviews with librarians and library documentation, there are several main objectives that are the basis for optimizing SLiMS 8 Acasia, namely: improving the efficiency of information services, simplifying the management of collections and circulation, providing open and transparent access to information, supporting data-based decision-making, increasing users' independence and digital literacy, and reducing dependence on manual processes (S, 2025).

As part of efforts to optimize the SLiMS 8 Acacia system, the library of UIN Fatmawati Sukarno Bengkulu has taken a number of strategic decisions oriented towards improving efficiency and service quality. Several alternative policies and innovations are implemented to adapt the library automation system to the needs of users in the field. One of the key steps is the development of additional features beyond SLiMS's built-in package. This development was carried out because the standard version of SLiMS has not fully met the operational needs of modern libraries. Some of the new features developed include Online Registration, a statistical recapitulation of loans, collections, and penalties per month/per year, as well as the reward feature (Reward) for active users. The online registration feature is a significant innovation because previously prospective library members had to come directly to fill out the registration form manually. Now, the registration process can be done online through the website Web library, so that it is more efficient and can be accessed at any time. In addition, the system was also developed to present a more comprehensive statistical report, including borrowing, collection, and penalty data presented in monthly and annual formats. This report is an important tool for managers in evaluating service performance on a regular basis. No less interesting, the library also adds a Reward for the ten most borrowers and ten most active visitors. This innovation is expected to be able to foster motivation and literacy culture among the academic community. SLiMS not only serves as a technical automation system, but also as a medium for appreciation and increased user participation (SR, 2025).

The next decision alternative is the adjustment of the OPAC to make more User-friendly. This step is a response to user feedback that the initial view of SLiMS is too complex for new students. The interface design was then simplified and made more

responsive to be seamlessly accessed through various devices, including smartphones. In addition, the search system is expanded by bringing an advanced search feature that allows users to filter results by collection location, library material type, year of publication, and availability status. Feature additions Autocomplete and keyword-based searches help increase the speed of access to information (A, 2025).

In addition, the library also initiated a program User Education as part of the strategy to increase users' digital literacy. This program is intended mainly for new students so that they understand how to use the SLiMS and OPAC systems from the beginning of their studies. This training includes the introduction of basic features such as searching collections, checking the status of books, and how to extend the loan period. Although it is still basic, this step has proven to be effective in helping students adapt to the library's digital system. In the future, the library plans to develop advanced programs in the form of thematic training for lecturers, researchers, and final year students, so that the use of SLiMS can be adjusted to the specific needs of users. In terms of infrastructure, a decision was also made to integrate SLiMS with the main campus network through PTIPD (Center for Information Technology and Database). This step was taken to overcome technical obstacles that previously often arose due to limited electrical power and local network connections of libraries. With this integration, server stability is improved, data security is more guaranteed, and user access becomes wider (MFA, 2025).

Finally, considering budget limitations and human resources, the library chose a gradual development strategy. This approach allows managers to focus first on developing the most essential and directly impactful features, such as OPAC and statistical reports, before expanding to more complex digital integration features. This gradual approach shows realistic and adaptive planning for the institution's ability to manage library automation systems (SR, 2025). Overall, these decisions reflect the commitment of the UIN Fatmawati Sukarno Bengkulu library in optimizing SLiMS 8 Acacia as an automation system that is not only technically efficient, but also responsive to user needs and in line with the direction of digital transformation of higher education institutions.

In the analysis process, this study uses several relevant concepts and theories as references, especially those related to service quality. The dimension of service quality used in this study refers to five main indicators, namely tangible, reliability, responsiveness, assurance, and empathy. These five dimensions are the basis for evaluating the extent to which the optimization of SLiMS 8 Acacia contributes to improving the quality of library services.

In the tangible dimension, this indicator emphasizes the ability of institutions to show their existence through physical, technological, and human resource aspects. The results of the study show that the physical building of the UIN Fatmawati Sukarno Bengkulu library is quite representative and comfortable for students. The service

room is designed to be open and equipped with a computer to access the OPAC (Online Public Access Catalog) independently. Although the number of devices is still limited, users can still browse the collection easily. In terms of technology, libraries have implemented SLiMS 8 Acacia as the main automation system. The OPAC display is designed to be more user-friendly and can be accessed through a variety of devices, including mobile phones. The addition of features such as lending statistics, fine reports, and a reward system for active users is clear evidence of the development of digital services. This innovation provides convenience and flexibility for users. In terms of human resources, librarians show professionalism in serving and providing education on the use of OPAC to new students through activities User Education. Thus, despite limited resources, the library is still able to display good service performance both physically and functionally (A, 2025).

The reliability dimension highlights the library's ability to provide consistent, accurate, and trustworthy services. The use of SLiMS 8 Acacia is proven to improve service reliability, especially when it comes to providing collection data in real-time. Through this system, users can know the status of a book whether it is available, borrowed, or ordered with high accuracy. This minimizes information errors that are common in manual systems. In addition, the speed of the borrowing and book return process has increased significantly, and users can monitor loan history and maturity independently. The reliability of the service is also reflected in the professionalism of librarians who are always quick to help, even with limited human resources (MFA, 2025).

In terms of responsiveness, SLiMS 8 Acacia has been proven to be able to provide access to information quickly and precisely. Users can browse collections independently through OPAC, view the status of books in real-time, and easily access loan and maturity information. Librarians also show a responsive attitude in helping users, especially for new students who are not familiar with the system. Although the number of staff is limited, the library provides digital guides and tutorials that can be accessed at any time through the official website, as a responsive form of service that does not rely on the presence of in-person officers. Thus, users do not have to wait long or feel confused because the information is available independently through a fast and transparent system.

The assurance dimension includes the user's sense of security, trust, and confidence in the quality of service. From the results of the research, librarians have good technical competence in operating SLiMS 8 Acacia and providing education to users. Friendly, clear, and polite communication creates a comfortable and convincing atmosphere of service. From the technological aspect, the library also shows its commitment to system security by moving servers to PTIPD (Information Technology and Database Center), as well as conducting periodic data backups to prevent information loss. Hybrid forms of service combining online and offline services increase the credibility and reach of services. SLiMS 8 Acacia displays collection data

in real-time, records all loan transactions, and ensures the accuracy of valid and transparent information, thus fostering user trust in the professionalism of library services (SR, 2025).

Finally, the empathy dimension emphasizes personal attention and awareness of the user's needs. The library shows empathy by adjusting SLiMS features according to student needs, such as the ease of searching collections, providing rewards for active users, and flexibility of OPAC access. Students consider this system to be very helpful in time efficiency, because they can find out the location of books before coming to the library. Empathy is also seen in the implementation of user education programs intended for new students, in order to introduce the use of OPAC and the SLiMS system from the beginning. In addition, the library provides 24-hour online access, so students can still browse the collection whenever needed. The library also opens a space for users to provide suggestions and inputs which are then used as material for evaluating system improvements (S, 2025).

Although there have been various advances in the implementation of SLiMS 8 Acacia, this study also found a number of obstacles that affect the level of optimization of the library automation system at UIN Fatmawati Sukarno Bengkulu. These obstacles come from various aspects, ranging from limited human resources, the condition of technological infrastructure, to institutional policies and user culture. Based on the results of interviews and field observations, these inhibiting factors are the main challenges in efforts to realize optimal digital-based library services.

Based on the results of interviews and observations, several main obstacles in optimizing the use of SLiMS 8 Acacia in the library of UIN Fatmawati Sukarno Bengkulu can be identified. *First*, limited human resources are the most dominant obstacle. Although some librarians have understood the basic uses of SLiMS, advanced technical capabilities such as plugin installation, additional programming, and display customization are still highly dependent on the limited number of campus technical personnel. Currently, there is only one main operator who concurrently performs all technical tasks and management of IT systems. This condition causes the development of SLiMS which should be able to be adjusted to the needs of the institution to be hampered due to the lack of competent human resources in the field of information technology. *Second*, obstacles also come from the limitations of information technology infrastructure. Some computer devices in the circulation and catalog rooms have not been updated regularly so that their performance is slow when in use. In addition, unstable internet networks throughout the library area interfere with access to OPAC and degrade the performance of SLiMS local servers. This condition has a direct impact on the quality of service and user comfort. *Third*, the lack of budget support and institutional policies is also a significant obstacle. Although SLiMS is open source software that does not require a license fee, its development and maintenance still require financial support, for example for the purchase of additional hardware, the organization of technical training, or consultation with external parties.

Unfortunately, there is no strategic policy from institutions that specifically supports the development of library automation as part of the campus digital transformation agenda. *Fourth*, another obstacle is related to the low digital literacy of users. There are still students who do not understand how to use OPAC independently so they still depend on the help of librarians. This is especially true for new students who have not participated in user education training or whose socialization period was carried out online during the COVID-19 pandemic period, so it is not effective. This low digital literacy has an impact on the low utilization of system features that have actually been provided to improve service efficiency. *Fifth*, obstacles are also related to the limitations of the ability to customize the system. SLiMS as open source software has a high degree of flexibility to adapt to local needs, but without adequate programming capabilities and technical support, it is difficult for librarians to make such adjustments. For example, developing automated lending features or integration with the campus's academic system requires stronger technical capabilities and infrastructure support (MFA, 2025).

Overall, the findings show that the optimization of SLiMS 8 Acacia is not only determined by the availability of the system itself, but also by human resource support, infrastructure readiness, institutional policies, and user digital literacy. Therefore, efforts to strengthen these various aspects need to be a priority so that the implementation of SLiMS in the library of UIN Fatmawati Sukarno Bengkulu can run more optimally and sustainably.

The results of the study show that the implementation of SLiMS 8 Acacia has a significant positive impact on the efficiency and quality of library services. However, the optimization of the implementation of SLiMS 8 Acacia is not solely determined by the presence of technology, but is highly dependent on the harmonious synergy between three main pillars: technology, human resources (HR), and institutional policies. Advanced technology will not have an optimal impact without the support of human resources who have adequate technical capabilities and digital literacy. This is as conveyed by Abdelrahman and Elsayed (2018) that Competent human resources are the main key to successful technology implementation (Abdelrahman, 2018).

The success of optimizing SLiMS 8 Acacia as a library automation system is not only determined by the sophistication of its technical features and data completeness, but also depends on the level of understanding and digital literacy of its users. Users who have the ability to access, search, and evaluate information through digital media will more easily adapt to the SLiMS system. When users have an adequate level of digital literacy, then this automation system can really function as it should, namely providing convenience, efficiency, and wider access to information independently. This is in line with the results of the study which states that the level of digital literacy and user understanding of the features and ways of using library automation systems such as SLiMS greatly affect the success of system implementation and optimization.

The implementation of SLiMS 8 Akasia at the UIN Fatmawati Sukarno Bengkulu Library has had various positive impacts on improving the quality of services and the library's operational efficiency. Based on field findings, this automation system significantly contributes to ease of information access, increased user satisfaction, and effective collection management. This aligns with the findings of (Iskandar & Wijayanti, 2022) in their study "Implementation of SLiMS in University Libraries," which states that the use of SLiMS can improve the overall quality of service and positively affect user satisfaction. Similarly, (Arif, 2025) asserts that SLiMS can improve service time efficiency and directly impact service effectiveness. This opinion is supported by research (Retno & Nhadirin, 2020) highlighting the role of SLiMS in strengthening service management and ease of use by library users, as well as (Harianto, Ardiansyah, Permana, & Sukarman, 2024), which proves that the application of SLiMS increases operational efficiency and expands access to the online catalog (OPAC). Furthermore, research by (Muarif, Fathir, Anggoro, Maramis, & Jufrin, 2024) emphasizes that SLiMS-based service innovation has a positive effect on improving user quality and various aspects of managerial activities in the library.

In terms of the role of OPAC, the results of this study also show that the existence of an online catalog in SLiMS speeds up the search process and makes it easier for users to access information. This is in line with the findings of (Luthfi & Ilmi, 2021) in the study entitled "The Role of the OPAC System as an Online Catalog in the Efficiency of Information Provision in the Pandemic Era", which explains that OPAC plays an important role in facilitating information retrieval for librarians and users. This finding was reinforced by Monisa who said that OPAC is proven to make librarians' work easier and significantly speed up the time to search for information (Monisa, 2017).

In the aspect of digital literacy, libraries also strive to increase user independence through programs User Education and socialization of the use of SLiMS. This effort is in accordance with the research of Susilo et al (Susilo, Satinem, & Sarkowi, 2024) who stated that libraries need to provide digital literacy programs so that users are able to adapt to the development of information technology. In line with that, Anggara & Khoeron emphasized that the role of libraries has a positive effect on improving students' digital literacy skills, especially in the context of utilizing technology-based resources (Anggara & Khoeron, 2023).

In addition, field findings also show that there are optimization efforts in limited resource management. Despite having limitations in terms of manpower and budget, libraries are able to make maximum use of human resources and infrastructure that are already available to support the sustainability of system operations. This is in line with the results of Shintawati's research (Shintawati, 2021) which explains that libraries can still optimize digital services even with limited resources, as well as research by Wulandari et al who affirm the importance of utilizing human resources and information technology in managing library materials and improving service

quality (Wulandari, Fauziyah, & Hertati, 2020).

In terms of feature development and system reporting, the results of the study show that there are additional feature development initiatives such as reporting of borrowing statistics and recapitulation of active users. These findings are in line with research by Effendi et al. which show that the development of report features in SLiMS is important to support library business process needs and improve data transparency (Effendi, Rachmaniah, & Hermadi, 2019).

Finally, from the perspective of improving service quality through information technology, this study confirms that the implementation of SLiMS is able to improve the overall quality of service, both in access speed, accuracy of information, and user satisfaction. This is strengthened by the findings of (Astari & Prasetyawan, 2016) who consider that library automation has a positive impact on service quality, and Afrina who emphasized that the implementation of information technology in libraries plays an important role in improving the effectiveness and efficiency of services to users. Overall, the results of this study show that there is consistency between the field findings and various previous literature, which confirms that the implementation of SLiMS and library automation systems not only improves operational efficiency, but also strengthens service quality, expands access to information, and supports digital transformation in the university environment. (Afrina, 2019).

Although the optimization of SLiMS 8 Acacia at UIN Fatmawati Sukarno Bengkulu shows a significant increase in the dimension of reliability through the provision of Real-time data and accurate collection status, yet there is literature that points to the challenges of achieving this consistency in the field. The study "Perception of Comfort and Usability of OPAC UNAIR Library" identified significant problems in the form of "mismatch between OPAC information and physical shelf conditions; Users often find that books marked 'available' on OPAC are not on the shelves, leading to frustration and the perception of difficulty in finding collections (Monisa, 2017).

The research data of UIN Fatmawati Sukarno Bengkulu explicitly states that "The provision of real-time collection data, including the status of "available", "loan", "reserve", and collection storage location" is one of SLiMS 8 Acacia's contributions to service reliability. This statement implies that the information displayed in the OPAC is accurate and appropriate to the physical conditions of collection. However, the findings from the UNAIR Library directly challenge this claim of the reliability of this ideal real-time data. The case at UNAIR shows that although automation systems are designed to provide accurate data, implementation in the field can face obstacles that result in non-conformity. This difference highlights a critical gap between the potential of automation systems like SLiMS to provide accurate and real-time data with the realities of their operational implementation. Although UIN Fatmawati Soekarno Bengkulu reported high reliability, the UNAIR case is a warning. This discrepancy can come from various factors that may not be fully covered in the data

of UIN Fatmawati Sukarno Bengkulu, such as manual rack arrangement errors, delays in post-return physical processing, or inventory procedure issues. This shows that even with advanced systems, robust operational procedures, consistent human execution, and continuous reconciliation between digital records and physical reality are essential to maintaining true reliability. Technology alone is not enough; Robust operational procedures, consistent human execution, and continuous reconciliation between digital records and physical reality are essential to fully realize the promise of automation and avoid user dissatisfaction.

The problem of inconsistencies between system data and physical conditions can arise, to avoid similar problems, UIN Fatmawati Sukarno Bengkulu implements periodic data synchronization through routine stock taking, updating catalog data every time a loan or return transaction occurs, and cross-verification between physical collections and digital data in SLiMS. This ensures that the information in the system is always consistent with the reality on the ground, so that the reliability of the service is maintained.

D. Conclusion

In terms of system optimization, the library has set clear goals, including to improve service efficiency, support collection management, expand access to information, and encourage users' independence and digital literacy. Furthermore, the selection of alternative decisions has been taken, such as the development of additional features outside of SLiMS's built-in package, adjustments to the OPAC display to make it easier to use, the implementation of user education programs, and integration with campus technology infrastructure. In addition, the focus of system development is carried out in stages and arranged based on the priority of service needs. Libraries are able to optimize their existing potential despite the limitations of human resources and infrastructure. The efficiency strategy is carried out through the maximum use of human resources, the use of existing devices and networks, and internal collaboration with campus technology units.

From the aspect of service quality, the implementation of SLiMS 8 Acacia has a positive impact on five main indicators, namely the appearance of OPAC is modern and easily accessible, library facilities that are quite supportive, and librarians appear professional. The service has also run consistently and the collection information is accurate, supported by officers who understand the system, quick access to information and librarians who are quite responsive. In addition, the system is safe and reliable, and the officers communicate politely and clearly. The library also cares deeply about the needs of users by providing education, flexible access, and a space for feedback.

However, the implementation of SLiMS 8 Acacia is also faced with several obstacles. The main obstacle lies in the limitation of human resources, especially in the technical

aspects of system management and development. In addition, the condition of the technology infrastructure that is not optimal, such as an unstable internet network, also hinders the speed and convenience of user access to the OPAC system and other digital services. The lack of budget support and the absence of institutional policies that specifically support the digital transformation of libraries are also factors that slow down the sustainable development of SLiMS and affect the quality of service.

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