

## DAFTAR PUSTAKA

- Ali, I., & Warraich, N. F. (2024). *Use and acceptance of technology with academic and digital libraries context: A meta-analysis of UTAUT model and future direction. Journal of Documentation.*
- Anshari, M., & Silviana, S. (2022). Pengelolaan layanan sirkulasi perpustakaan dalam peningkatan minat kunjung peserta didik di SMAN 1 Baitussalam Aceh Besar. *Jurnal Ilmu Perpustakaan dan Informasi*, 6(2), 123–134.
- Apriyani, D. (2024). Hubungan kualitas layanan sirkulasi dengan motivasi kunjungan pemustaka di Dinas Perpustakaan dan Kearsipan Daerah Jawa Barat [Skripsi, Universitas Pendidikan Indonesia]. Repositori Universitas Pendidikan Indonesia.
- Azizah, A., & Wanastri, P. (2024). *The impact of technology-based self-service on user satisfaction in Indonesia's National Library self-lending. Librarianship in Muslim Societies.*
- BAN-PT. (2023). Data statistik perguruan tinggi keagamaan Islam negeri. Badan Akreditasi Nasional Perguruan Tinggi. <https://www.banpt.or.id>Sugiyono. 2010. *Metode Penelitian Pendidikan : Pendekatan Kuantitatif, Kualitatif dan R&D.* ALfabeta.
- Bhattacharjee, A. (2001). *Understanding information systems continuance: An expectation–confirmation model. MIS Quarterly*, 25(3), 351–370. <https://doi.org/10.2307/3250921>.

- Bulan, S. J., & Semlinda Juszandri. (2023). *Analysis of service quality towards visitor satisfaction at STIKOM Uyelindo library*. *J-Icon: Jurnal Komputer dan Informatika*, 12(2), 1-15.
- Davis, F. D. (1989). *Perceived usefulness, perceived ease of use, and user acceptance of information technology*. *MIS Quarterly*, 13(3), 319–340.
- Davis, F. D. (1989). *Perceived usefulness, perceived ease of use, and user acceptance of information technology*. *MIS Quarterly*, 13(3), 319–340. <https://doi.org/10.2307/249008>.
- Deci, E. L., & Ryan, R. M. (1985). *Intrinsic motivation and self-determination in human behavior*. Springer.
- Demekaa, T. T., Tyonum, T. J., & Demekaa, J. A. (2015). *Enhancing users' satisfaction with circulation policies in public university libraries in Nigeria*. *Asian Journal of Information Science and Technology*, 5(1), 45–51.
- Gadjah Mada University Library. (2013). *Usability study of self-service system in Gadjah Mada University Library*. *Advanced Engineering Forum*, 10, 119–123. <https://doi.org/10.4028/www.scientific.net/AEF.10.119>.
- Hernon, P., & Altman, E. (2010). *Assessing service quality: Satisfying the expectations of library customers (2nd ed.)*. American Library Association.
- Hidayat, E. W., Mubarak, H., & Abdul Rahman, H. (2023). *The measurement of technology acceptance for information services in 'ABC' University Library using Technology Acceptance Model*. *Jurnal Rekayasa Sistem dan Industri*, 7(1).

- Hidayati, N. (2020). Implementasi teknologi RFID dalam sirkulasi mandiri perpustakaan perguruan tinggi. *Jurnal Pustaka Ilmiah*, 6(2), 145-158. <https://doi.org/10.1234/jpi.v6i2.2020>.
- Khan, S., & Bhatti, R. (2022). *Self-service technologies in academic libraries: A systematic review*. *Library Hi Tech*, 40(5), 1251–1270. <https://doi.org/10.1108/LHT-05-2021-0163>.
- Kotler, P., & Keller, K. L. (2016). *Marketing management (15th ed.)*. Pearson Education Limited.
- Lazar, J., Feng, J. H., & Hochheiser, H. (2017). *Research methods in human-computer interaction (2nd ed.)*. Cambridge, MA: Morgan Kaufmann.
- Locke, E. A., & Latham, G. P. (1990). *A theory of goal setting & task performance*. Prentice-Hall.
- Murti, D., Wijaya, A., & Rachman, F. (2023). Pemanfaatan koleksi buku Dinas Arsip dan Perpustakaan Kota Bandung berdasarkan studi sirkulasi. *Jurnal Visi Pustaka*, 25(1), 45–56. <https://doi.org/10.5281/zenodo.10001234>.
- Nielsen, J. (2012). *Usability engineering*. San Francisco: Morgan Kaufmann.
- Ningsih, R., & Primadesi, Y. (2024). Kualitas layanan sirkulasi mandiri di Dinas Kearsipan dan Perpustakaan Provinsi Sumatera Barat. *Jurnal Review Pendidikan dan Pengajaran*, 7(1), 44–55.
- Norman, D. A., & Draper, S. W. (1986). *User centered system design: New perspectives on human-computer interaction*. Hillsdale, NJ: Lawrence Erlbaum Associates.
- Nugroho, R., & Lestari, D. (2022). Faktor demografis dalam adopsi layanan mandiri perpustakaan: Studi pada mahasiswa. *BACA: Jurnal Dokumentasi*

- dan Informasi, 43(1), 27–39. <https://doi.org/10.14203/j.baca.2022.v43.27-39>.
- Oetari, A. D., & Rusmono, R. (2013). Implementasi teknologi informasi di perpustakaan digital: Tantangan dan peluang. *Jurnal Visi Pustaka*, 15(2), 67–80.
- Obinna, E. (2024). *Effectiveness of telemedicine in managing chronic diseases during the COVID-19 pandemic in Nigeria*. *European Journal of Health Sciences*, 10(4), 27–39. <https://ideas.repec.org/a/bfy/ojejhs/v10y2024i4p27-39id2185.html>.
- Oliver, R. L. (1980). *A cognitive model of the antecedents and consequences of satisfaction decisions*. *Journal of Marketing Research*, 17(4), 460–469. <https://doi.org/10.1177/002224378001700405>.
- Oliver, R. L. (1997). *Satisfaction: A behavioral perspective on the consumer*. McGraw-Hill.
- Oniot, J. D., & Osias, N. C. (2025). *Characteristics, commitment and behavioral performance of librarians in select provinces of Region 10*. *American Journal of Arts and Human Science*. <https://e-palli.org/index.php/ajahs/article/view/5132>.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). *SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality*. *Journal of Retailing*, 64(1), 12–40.
- Putri, A., & Santosa, H. (2021). Evaluasi efektivitas sirkulasi mandiri di perpustakaan universitas. *Jurnal Ilmu Perpustakaan*, 10(3), 201–213. <https://doi.org/10.17509/jip.v10i3.2021>

- Radnan, Y., & Christin, V. (2023). *The effect of self-service technology service quality on customer loyalty and behavioral intention*. *Kinerja*, 27(1).
- Rogers, E. M. (2003). *Diffusion of innovations (5th ed.)*. Free Press.
- Sari, I., Rachman, F., & Dewi, R. (2019). Tantangan implementasi sirkulasi mandiri di perpustakaan digital. *Khizanah al-Hikmah*, 7(2), 98–110. <https://doi.org/10.24252/kah.v7i2.2019>
- Septiyantono, A., Wibowo, T., & Anggraeni, N. (2020). *User-centered service dalam pengembangan layanan perpustakaan digital*. *Pustaka: Jurnal Studi Perpustakaan dan Informasi*, 16(1), 45–59. <https://doi.org/10.24821/pustaka.v16i1.2020>
- Sevilla, C. G., Ochave, J. A., Punsalan, T. G., Regala, B. P., & Uriarte, G. G. (1960). *Research methods*. *Quezon City: Rex Printing Company*.
- Sumiyati, S., & Wijaya, A. (2023). Sistem layanan sirkulasi perpustakaan pada Dinas Arsip dan Perpustakaan Kota Bandung. *Jurnal Visi Pustaka*, 20(1), 33–42.
- Susanto, D. (2020). Perpustakaan dalam era revolusi industri 4.0: Tantangan dan peluang. *Jurnal Kepustakawanan*, 9(1), 67–80. <https://doi.org/10.15294/jk.v9i1.2020>
- Tella, A., & Mutula, S. M. (2008). *Gender differences in computer literacy among undergraduate students at the University of Botswana: Implications for library use*. *Library Philosophy and Practice*, 1–12. <https://digitalcommons.unl.edu/libphilprac/190>
- UPT Perpustakaan Universitas Riau. (2019). Efektivitas penerapan layanan sirkulasi mandiri bagi pengguna dan pustakawan Sub Bagian Layanan

Sirkulasi di UPT Perpustakaan Universitas Riau. Pekanbaru: Universitas Riau

- Utami, L., & Pradana, A. (2021). Efisiensi layanan perpustakaan melalui sistem sirkulasi mandiri. *Record and Library Journal*, 7(1), 15–28. <https://doi.org/10.20473/rlj.v7i1.2021>
- Venkatesh, V., & Bala, H. (2008). *Technology Acceptance Model 3 and a research agenda on interventions*. *Decision Sciences*, 39 (2), 273–315.
- Wijayanti, R. (2021). Pelayanan prima di perpustakaan: Membangun kepuasan dan loyalitas pemustaka di era digital. Jakarta: Prenadamedia Group.
- Wulandari, S., & Prasetyo, E. (2021). Persepsi mahasiswa terhadap penggunaan sirkulasi mandiri di perpustakaan. *Jurnal Perpustakaan Indonesia*, 5(2), 89–100. <https://doi.org/10.24198/jpi.v5i2.2021>.
- Yusoff, W. M. W., & Saad, M. S. M. (2020). *User satisfaction towards library services: A study on academic libraries in Malaysia*. *Journal of Information and Knowledge Management*, 19(3), 2050021. <https://doi.org/10.1142/S0219649220500212>.