

ABSTRACT

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Standard Operating Procedures (SOP) in the Library Service System at the UPT
Raden Fatah State Islamic University Library in Palembang
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The library is the heart of a university that has an important role in providing information sources for its visitors. The components that can support the library as the heart of the university are library collections, facilities and infrastructure, library staff, library services, and others. Talking about the services available in the college library is one of them is library user education. This study discusses the Effectiveness of the Application of Standard Operating Procedures (SOP) on Library Service Systems in the UPT Raden Fatah State Islamic University Library of Palembang (Analysis of Compliance Audit Approach) which aims to find out to find out how much the effectiveness of standard operating procedures (SOP) in libraries UIN Raden Fatah Palembang. This type of research is quantitative descriptive research. The population in this study were library staff at Raden Fatah State Islamic University Palembang, with a total sample of 7 people. Data collection uses documentation, observation, interviews and questionnaires / questionnaires. The data analysis technique used is descriptive percentage. Scale measurement using the Guttman scale with interval criteria 1.00-0.00. The results showed that the effectiveness of SOP implementation in libraries has been going well with the effectiveness of SOP implementation in libraries obtaining the Circulation SOP achievement average scores (Borrowing, Returns, and Extension Period) totaling 15.3 stated Moderet or Self-Effective, SOP Reference Service amounting to 16.3 declared High or Effective, Free Service Library SOPs totaling 5 were declared Low or Ineffective, and OPAC Service SOPs amounted to 12.6 declared Effective. which is on a scale of 1.00 and 0.00 with categories

Keywords : application of service system standard operating procedures (SOP) and effectiveness