ABSTRACT

This study illustrates the analysis of the self-service system lending library of University of Malang with the concept of self-service by users of the library by using the theory of Jakob Nielsen 1991. The variables used in this study was variable usability (usability), which includes easy to learn (ease), efficiency (efficiency), easy to remember (memory), few errors (multiple errors) and pleasant to use (user satisfaction). The approach used by the researchers is quantitative descriptive type. The purpose of this study to determine the users, especially students can feel the usefulness of the service system without experiencing difficulties in its use to approach the 5 indicators of usability. From the results of this study indicate that this loan service still encountered some problems and not running optimally. Each of the indicators include usability: learnability, efficiency, memorability, few errors, pleasant to use can be said to have gone well, but there is still experiencing problems in its application, so that the system can meet according to indicators of usability it is necessary to the holding of further analysis.

Keywords: Service circulation borrowing, Usability, Analysis