

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